



	Industry:	ICT Support
	Business Area:	Technical Support & Infrastructure
	Project Type:	Technical Support / Service Delivery
	Duration:	19 weeks
	Location:	Newark & Telford



“Our managers had recently completed a course in Management and Leadership Development which was really useful, but Managementors quickly identified a gap in much more detailed operational management activities such as leading effective 1-2-1s with their their team, the right way to give feedback, comparing team efficiency etc. The Managementors team were able to flex the original scope and include additional training sessions on an ad-hoc basis to ensure that the Team Leaders could apply these new skills alongside everything else they had learnt.”



John Holt
COO, Digital Space



Featured Results



Year-high SLA attainment at both sites
91% Newark
98% Telford



56%
reduction in Monthly Overtime Spend



30%
reduction in NOC tickets taking >24 hours to resolve



61%
reduction in backlog of Network Ops Centre tickets

The Challenge

- Digital Space were working hard to deliver an efficient 24/7 service across multiple technologies and to differing client requirements, which could often be challenging
- Different parts of the business were changing shape and growing quickly and engineers needed upskilling in the face of changing technologies
- There was a desire to improve employee experience and build the confidence and capabilities of Team Leaders and Managers
- Processes, systems and structure needed developing to facilitate future growth for the business



“The key challenge was changing a 24/7 operation while it was live. We didn’t want to upset any of the good process whilst moving to the new one. Considering we were working across two locations that were hours away from each other, there was never any concern about where the Managementors team needed to be to make this happen. They built the right structure and cadence to make sure they were available at all times. They integrated into the requirements of our ways of working seamlessly without us even having to have that conversation which I really appreciated.”

John Holt
COO, Digital Space



Our Solution



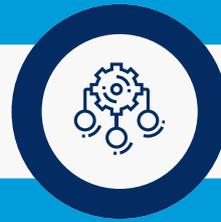
White space activities were identified to drive better utilisation of capacity within the shifts. These included training and process improvement activities



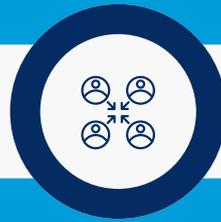
A standard daily report was introduced to raise the visibility of performance at Team Leader level, focusing on measurements of engineer productivity, backlogs and quality



Daily/Weekly reviews became part of the “drumbeat” within the DS offices. They focus on reviewing performance from the previous day/week, identifying issues affecting performance and ensuring that everyone is clear on their plan for the day/week



Resource modelling and revised shift plans, coupled with more active management, has enabled resource availability to be more closely matched to requirements and for the business to absorb additional work into the existing team. These resource models, along with skills matrices and training plans, allow for greater flexibility in service delivery



Cross-skilling is now underway to allow for engineers to be skilled across different technologies, which will further strengthen the managers ability to plan resources effectively, as well as providing development opportunities for the team

Who did we work with?

- Head of Infrastructure and Data Centres
- Technical Service Director
- NOC Manager, Wintel Manager & IBMi Manager
- Tech Support Team Leaders
- Network Operations Centre (NOC)
- Wintel & IBMi Tech Support Teams



Issue/Action Logs were developed and implemented. Focusing on quantifying issues and reporting this to the relevant level to ensure swift resolution where possible, and escalating where not



Coaching of management staff was carried out through a series of training workshops and 1:1 ‘shoulder-to-shoulder’ coaching to enable managers to be more effective in their roles



Overtime reporting implemented to bring overtime spend under control and end the systematic backfilling of absences



“Thank you for the work you and the Managementors team have done, not just on behalf of Digital Space but from me personally, you have provided some real insight into things we didn't know were happening, both positive and negative - you have allowed us to address issues and implement some of the great work that individuals are doing within the company that has gone unnoticed before.”

Clive Wood
Change Manager, Digital Space

Key Benefits

- ➕ Through a collaborative approach to Project Endeavour, Digital Space and Managementors were able to address the key areas of concern and develop a Management Operating System that fit with the business' goals, which, coupled with enhanced processes has enabled a better performing, more cost-effective operation
- ➕ The Management Operating System elements have helped Digital Space to secure further work with a major customer through significantly improved SLA attainment and customer satisfaction. This has also placed them in a strong position to onboard a new substantial contract, with the tools, behaviours, and structure in place to put them in a strong position for future growth
- ➕ Team Leaders and Engineers are now more motivated, engaged and upskilled

Managementors works in partnership with our clients to deliver customised solutions that resolve their most significant performance challenges and leave a lasting legacy of performance improvement. Whether it's tackling operational or change issues head on, or improving output across the service delivery organisation, we provide the insights, techniques and skills transfer that make a sustainable step-change in productivity possible.

