



CXBERRIES

TRANSFORMING ORGANIZATIONS . CO-CREATING VALUE.

SUCCESS

STORY



**CAPACITY MANAGEMENT
TRANSFORMATION FOR A
LEADING FINTECH COMPANY IN
MIDDLE EAST**

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CAPACITY MANAGEMENT TRANSFORMATION FOR A LEADING FINTECH COMPANY IN MIDDLE EAST

Industry: BFSI / Fintech

At a glance

CXBERRIES helped the Fintech customer transform their capacity management practice by designing a tailored policy & process, steering capacity management & optimization tool implementation, and enhancing governance.

Business Outcomes



4X

Practice maturity improvement



35%

Reduction in capacity planning cycle times



40%

Increased productivity & operational efficiency



30%

Improved IT resource utilization



20%

Reduction in IT infrastructure costs



Enhanced decision-making through better capacity visibility



Effective governance framework to ensure process adherence and continuous improvement

BUSINESS CHALLENGES

Customer faced significant challenges in their capacity management practice, which was primarily limited to generating component-level capacity reports. The absence of a comprehensive capacity management framework hindered the ability to make informed decisions for optimizing capacities, leading to inefficiencies such as:



Limited Visibility

Limited visibility into IT infrastructure and available capacities.



Lack of Decision Support System

Lack of a decision support system to optimize resource utilization.



Business-IT Service Alignment Gaps

Inability to align IT services with business needs and objectives.



Cost & Spend Oversight Issues

Ineffective cost control and IT spending oversight.

CUSTOMER'S OBJECTIVES

To address these challenges, Customer aimed to:

- Optimize costs and control IT spending.
- Gain traction on IT resource utilization.
- Translate business needs into IT service and infrastructure requirements.
- Ensure future IT service requirements are quantified and optimized.
- Align IT spending with business objectives and improve charge-back mechanisms.

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CUSTOMER REQUIREMENTS



CXBERRIES was engaged to assess & improve the Capacity Management process for the customer through:

1 Assessment of Existing Capabilities:

- Evaluating current policies, processes, and tool maturity.
- Identifying strengths and areas for improvement.

2 Policy and Process Design

- Designing a new Capacity Mgmt. policy and process aligned with customer's framework.
- Creating document templates to meet customer's standards.

3 Tool Implementation

- Supporting implementation of Capacity Management tool for performance trend analysis across IT services and components.

4 Training and Governance

- Establishing a process governance framework.
- Conducting awareness sessions and role-specific trainings.

SOLUTION APPROACH



CXBERRIES was engaged to assess & improve the Capacity Management process for the customer through:



ASSESSMENT

- Reviewed and assessed the policies and processes maturity and created roadmap
- Engaged with key stakeholders to understand business needs



DESIGN

- Collaboratively designed 'To-Be' policies and processes
- Created functional requirements for tool configuration



IMPLEMENTATION

- Supported roll out of Capacity Management tool
- Operationalized the new process framework



GOVERNANCE

- Established governance framework with cadence for reviews and improvements
- Defined roles and responsibilities across stakeholders

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CHALLENGES & MITIGATION



APPROVAL DELAYS

Due to a tall hierarchical structure, approvals took longer than expected.

Mitigation: Sensitized stakeholders about project timelines and built contingency buffers.



DOCUMENT REVIEW DELAYS:

Customer-side delays affected documentation progress.

Mitigation: Regular follow-ups and structured review cycles.



LIMITED IT KNOWLEDGE:

Some stakeholders were not IT-savvy.

Mitigation: Conducted targeted training and workshops.

CRITICAL SUCCESS FACTORS

- **Custom process design** tailored to customer's process framework.
- **Stakeholder buy-in** across interfacing processes.
- **Effective documentation and alignment** with organizational standards.
- **Timely deployment** of the Capacity Management tool and **operationalization**.

FUTURE ROADMAP

- Expansion of capacity management capabilities to **cover additional business functions**.
- **Continuous optimization** roadmap for continual improvement.
- Regular training sessions to **reinforce process adherence and improvement**.

CONCLUSION

CXBERRIES successfully transformed and operationalized Customers' capacity management practice, ensuring better visibility, optimized IT spending, and a structured approach to future demand planning. The engagement resulted in improved decision-making capabilities and IT's capacity planning alignment with business objectives.

LET'S' TRANSFORM TOGETHER



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