Pike Consulting Partners GmbH

Company Presentation

Graz – Nov, 2017

Pike Consulting Partners GmbH in a nutshell

Who we are. What we do.

We are a **consulting-** and **project delivery** company with a long lasting proven track record

We help our customers make **the best out of IT** by solving **business challenges**

We are skilled **professionals** who operate with a network of **partners** in **consulting, execution** & **implementation**

We use our **experience** and **skills** to bring IT into an **agile** and **lean** organization to ensure **competitive advantage**

Pike Consulting Partners GmbH in a nutshell

What we do – the focus of our work

We have a passion for IT, which is an increasingly critical element for the sustainable success of companies. With our long **proven record** in different roles and responsibilities we **understand your challenges** and demands. As **prior CIOs** we are used to **taking over full accountability** and **delivering on promises**.

We help our customers to **gain more business-value** by bringing IT into a **business-enabler-role**. By understanding the business needs we develop and recommend required **strategies** and approaches and translate them into **programs** and **initiatives**. Our experience in **execution** and **delivery** ensures a successful implementation.

We understand the impact of **change** on **culture**, **organization**, **employees** and **processes**. We **deliver solutions** and use technology to help achieve the **required goals.**

Pike Consulting Partners GmbH in a nutshell

What we stand for – Vision & Mission

Our Vision

We are your partner of choice in **transforming IT** to a highly **trusted partner** in your organization – capable, reliable and adding value.

Our Mission

We ensure **high consulting standards**. We "dive deep" if required, work hands-on and act **courageously**. We **challenge traditional ways** and **drive transformation**. We make sure that IT contributes to the overall success of our customers.

Our approach ranges from strategy to execution

From business need to IT delivery

Description

Result

An assessment of the "as-is" situation helps our customers to understand the need for action more precisely. The results of the assessment feed directly into the definition of possible measures and options

Assess & Define

This phase results – first – in a solid base of information about the starting point. Subsequently, potential measures and activities are worked out and refined. We apply best-practice methods to ensure high efficiency and effectiveness

Based on the results of the analysis conducted we provide methods that form the basis for any prioritization and planning of measures such as projects

Prioritize & Plan

A prioritized list of activities or initiatives helps to create a reasonable action-plan for the execution

Implementation of the defined measures – ranging from an advisory role up to operational lead of programs and projects

Implement & Execute

Completion of a project, an initiative or implementation of a strategy on time and on budget – delivering the envisioned value

Our references show our experience and knowledge

MIBA AG – "High-Performance-IT"

MIBA AG
Sector: Automotive Industry
Size: 5.000+ employees, 20+ locations

Starting Situation

The steady growth of <Ref.Comp> was accompanied by a range of projects aiming at better global business integration.

IT lagged behind in coping with the changed requirements and the adapted business environment

Objective

It was the goal to bring IT into a trusted position delivering and extending business value. The focus areas of the program were IT Governance, IT Business Requirements Management, IT Organization including processes and Communication/Transparency

Consulting approach

Development of a phase model comprising of (1) analysis – (2) planning – (3) implementation; tailored use of best practice model (COBIT). Institution of a program and execution of the measures defined (projects). Accompanying change management with appropriate team development

Key facts

- Scope: MIBA AG global IT
- Program lead: G. Koiner
- Program Core Team: 6 heads
- Project Team: ~15 heads
- Project Duration: Q4/2013-Q1/2016
- External effort: ~250 days

Our references show our experience and knowledge

<Ref.Comp> – Consolidation of IT Service Management Operations, tender

<Ref.Comp>

Sector: Plant and equipment manufacturing (five strategic business areas)
Size: ~25.000 employees, ~250 production sites and service/sales companies

Starting Situation

Provisioning of IT Service Management Services (Call Center, Field Support) was organized de-centrally with different service organizations, service models and service levels. A mixture of internal and external service delivery existed.

Objective

Consolidation of IT Service Management Services into one common service delivery model (3 Group-companies).
Tender of services with the goal to achieve substantial gains in productivity and also cost reductions

Consulting approach

Lead in the as-is analysis and definition of the desired future IT Service Management model (organization, processes, SLAs). Lead in the tender-process consisting of RFI (request for information) and RFQ (request for quotation) phase. Facilitation of commercial closing

Key facts

- Scope: <Ref.Comp> AT locations
- Consulting lead: G. Koiner
- Project Core Team: 4 heads
- Project Team: ~10 heads
- Project Duration: Q3/2013
- External effort: ~35 days

Our references show our experience and knowledge

<Ref.Comp> –Approach for strategic Outsourcing

<Ref.Comp>
Sector: Print- and digital Media
Central-European Media company

Starting Situation
All IT services were majorly delivered by internal service departments (→ no IT Outsourcing). Executive Management had high expectations in regards to a move towards potential Outsourcing approaches and requested a concise Outsourcing position

Objective
Create an Outsourcing Strategy and make it part of the overall IT Strategy, specifically considering
- Measures required to achieve the required Outsourcing maturity
- Services in scope for potential future IT Outsourcing
- Internal (retained) organization

Consulting approach
Establish a fundamental under-standing about relevant IT services
Lead and facilitate Outsourcing Strategy development
Consolidate and document results
Create Outsourcing Strategy

Key facts
- Scope: <Ref.Comp> IT (AT, HR)
- Project role: G. Koiner, Advisory Services
- Project Team: 4 heads
- Project Duration: Q2/2012
- External effort: ~10 days

Our references show our experience and knowledge

<Ref.Comp> – Leadership Team Development

<Ref.Comp>
Sector: Government / Public
Size: 90 employees, providing shared services for ~50 organizations

Starting Situation

4-5 years after a foregoing merger between 2 major IT areas (which was accompanied externally) the leadership team interacted well but some potentials were seen to improve the collaboration within the leadership team and also the leadership culture

Objective

Fostering common leadership principles and an environment of trust. Challenging traditional ways of leadership, 're-newing' the team spirit. Subsequently, foster mutual team-culture in the whole organization
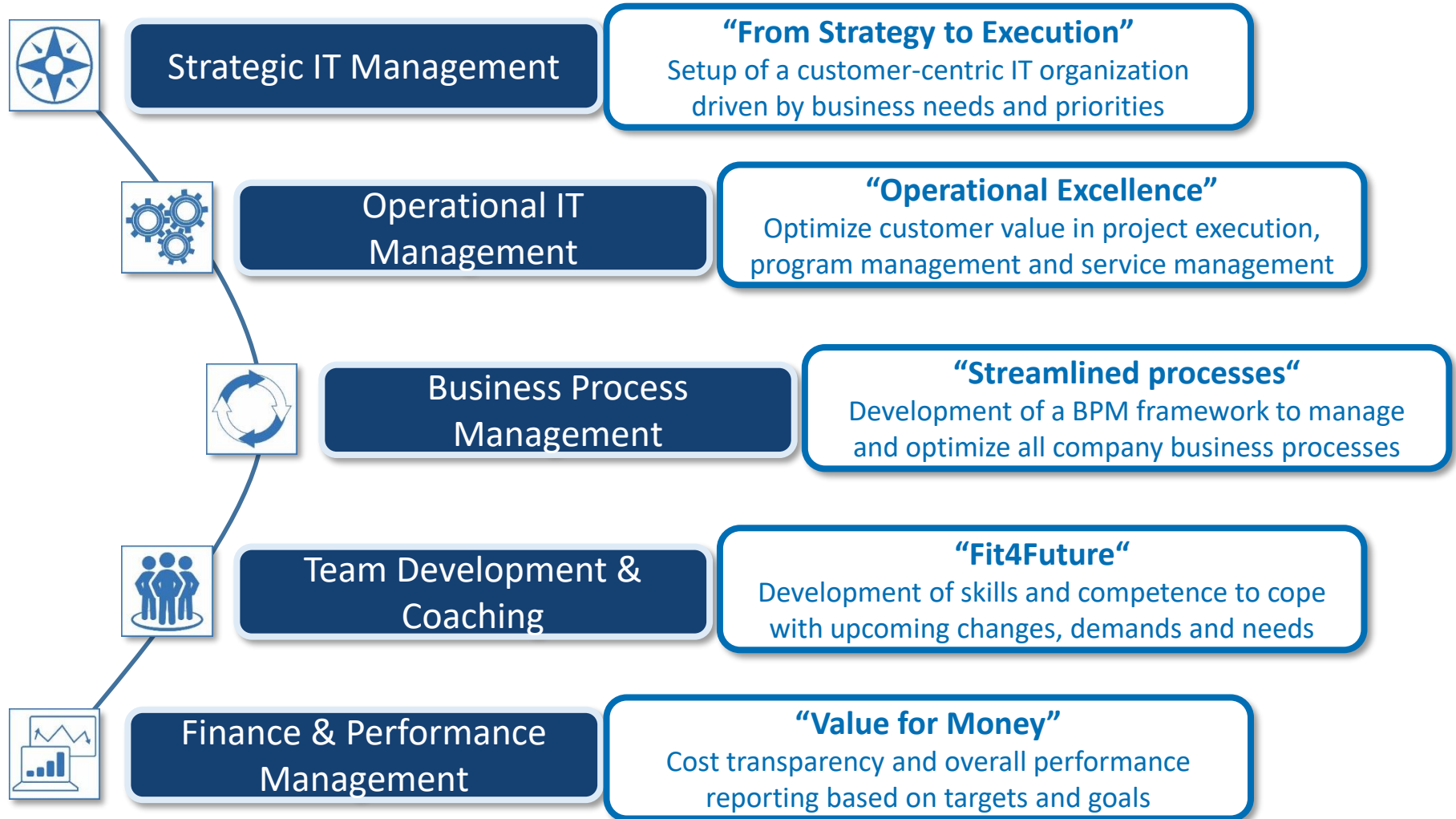
Consulting approach

Clarification of goals and alignment of expectations to gain a clear understanding about desired achievements. Second, conduct a series of team-development work-shops focusing on and stregthening individual- and team potentials. Development of leadership principles and to-be culture

Key facts

- Scope: Leadership team <org>
- Project role: G. Koiner / C. Payer (team development program)
- Size of leadership team: 7 heads
- Duration of program: 4 months
- External effort: ~15 days
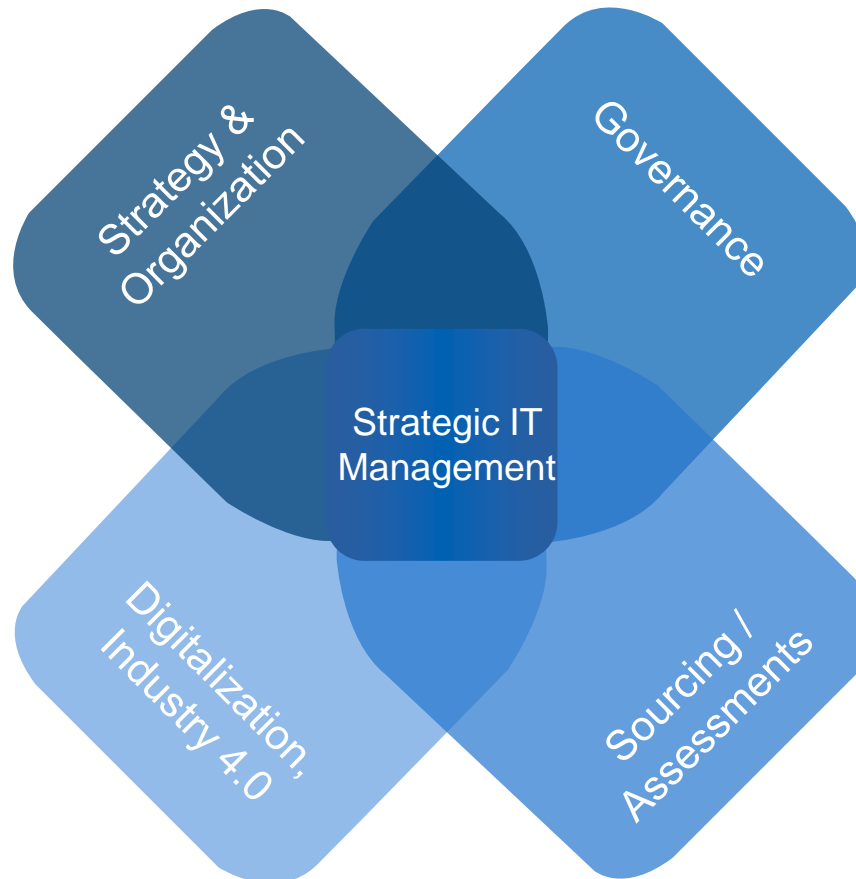
Five pillars to support our customers initiatives

Overview of our service portfolio

Strategic IT Management

"From Strategy to Execution"
Setup of a customer-centric IT organization driven by business needs and priorities

Operational IT Management

"Operational Excellence"
Optimize customer value in project execution, program management and service management

Business Process Management

"Streamlined processes"
Development of a BPM framework to manage and optimize all company business processes

Team Development & Coaching

"Fit4Future"
Development of skills and competence to cope with upcoming changes, demands and needs

Finance & Performance Management

"Value for Money"
Cost transparency and overall performance reporting based on targets and goals

Strategy Services / Organization

We assist you in developing the IT Strategy derived from your specific business requirements.

We identify need for action in all aspects around your IT Organization and - Processes

Governance Services

We provide industry best-practice know-how and apply standard frameworks to develop appropriate Business-IT alignment in your organization.

We support in developing and deploying comprehensive Business Requirements Engineering incl. IT Project Portfolio Management as well as IT Risk Management

Digitalization / Industry 4.0 Services

We identify your digitalization potentials by assessing internal and external focus areas in order to achieve seamless interoperability between all involved systems (applications and data)

Sourcing Services / Assessments

We develop your Sourcing Strategy, assess your sourcing maturity and support you in the tendering and selection of partners as well as in sourcing transition projects

Strategy & Organization

Governance

Strategic IT Management

Digitalization, Industry 4.0

Sourcing / Assessments

Operational IT Management ensures implementation

"Operational Excellence"
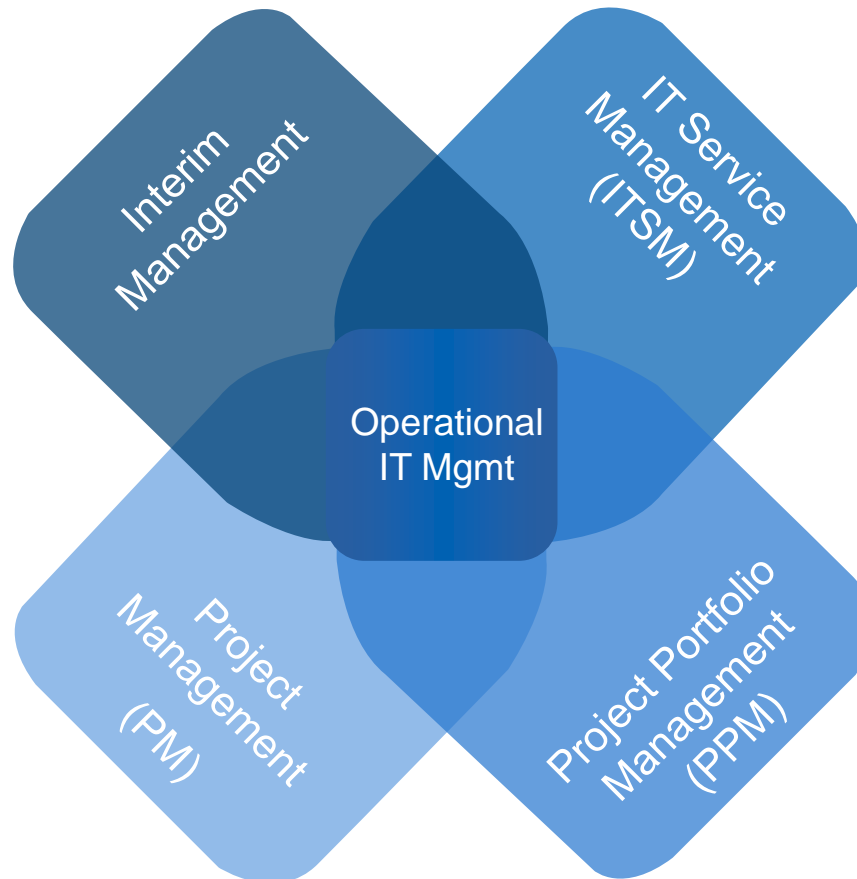
Interim Management

We take care of your short- to mid-term IT Management (limited scope, limited time) to bridge your resource bottlenecks

ITSM Services

We support you in the definition, development/optimization and deployment of IT Service Management to ensure a sustainable Business-IT relationship

Interim Management

IT Service Management (ITSM)

Operational IT Mgmt

Project Management (PM)

Project Portfolio Management (PPM)

PM Services

We bring your project to success by providing methodological project management services that are tailored to your specific needs
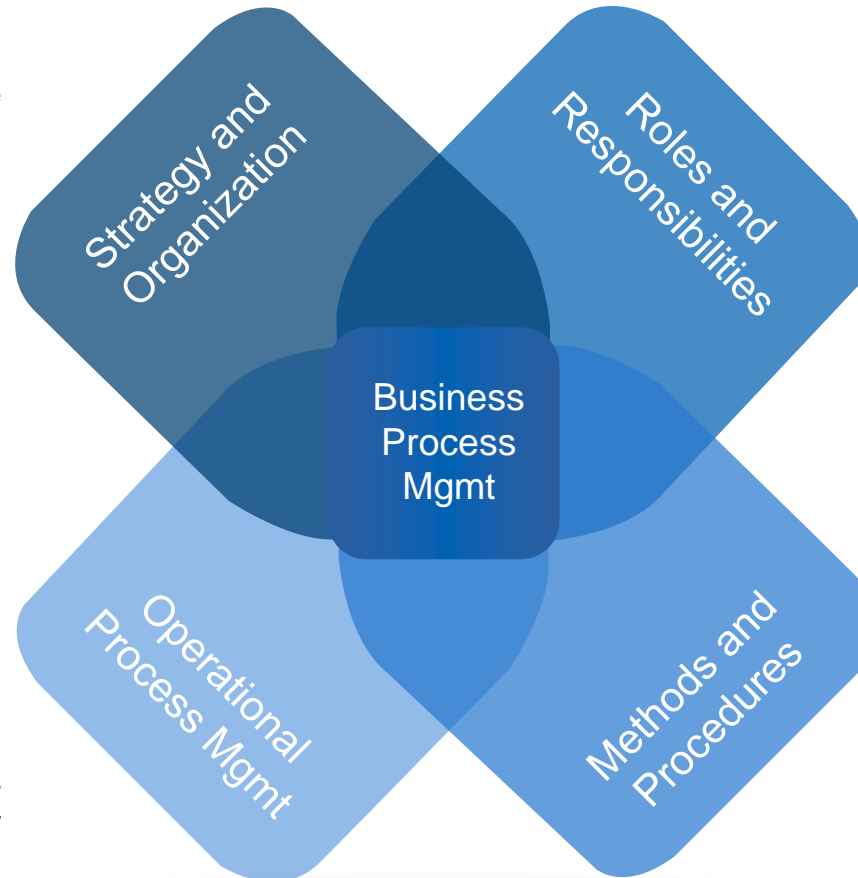
PPM Services

We provide you with the required know-how that systematically helps you to manage your project portfolio effectively and most efficiently

Business Process Mgmt is key for efficiency

"Streamlined processes"

Strategy and Organization

We support you in identifying the appropriate structures and strategies required to implement and run Business Process Management in your organization

Roles and Responsibilities

We provide you with the required set of skills, roles and responsibilities needed to operate Business Process Management successfully and tailor them to your needs

Operational Process Management

We help you to bring Business Process Management to life by connecting Business Processes to IT application architecture accordingly

Methods and Procedures

We deliver best-practice know-how and methods regarding Business Process Management

Strategy and Organization

Roles and Responsibilities

Business Process Mgmt

Operational Process Mgmt

Methods and Procedures

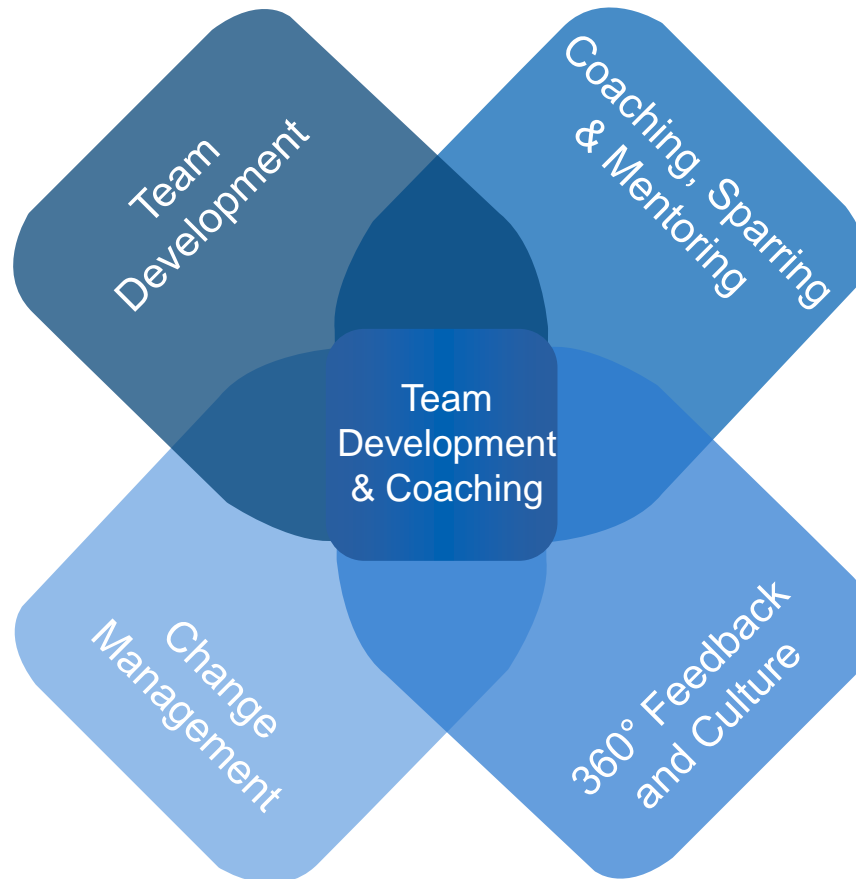# Team Development & Coaching teaches right behaviors

"Fit4Future"

Team Development

We accompany your teams on the route to high performance teams with proven team development approaches and methodologies

Coaching, Sparring & Mentoring

We focus on individual develop-ment demands in regards to soft skills resulting from ongoing changes and future needs

Change Management

We take care not only of your functional project results but also make sure that involved persons and teams are well supported and guided during change initiatives

360° Feedback and Culture

We provide tools and methodology to assess and develop persons and teams

Team Development

Coaching, Sparring & Mentoring

Team Development & Coaching

Change Management

360° Feedback and Culture

Finance & Performance Management to control costs

"Value for Money"
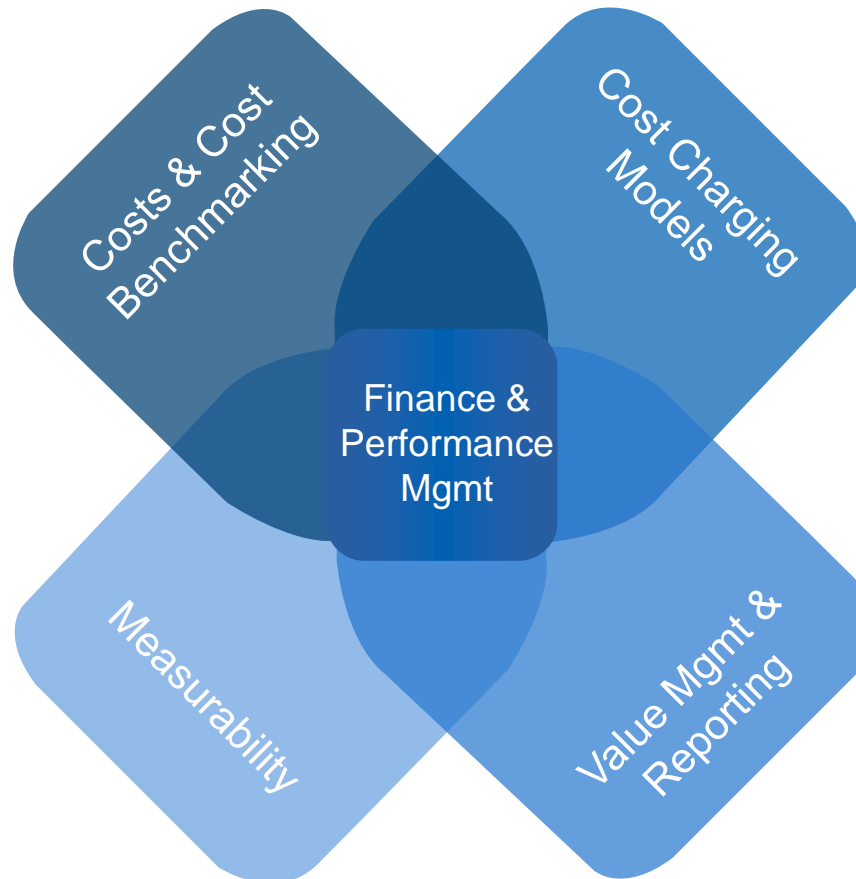
Costs & Cost Benchmarking

We analyze your commercial IT performance by conducting IT Cost Benchmarks as well as market comparisons to identify cost saving potentials

Cost Charging Models

We help you develop appropriate charging mechanisms for IT costs to ensure cost transparency

Measurability

We assess your IT capabilities and support you in deriving the appropriate KPIs to increase your possibilities to manage IT more efficiently

Value Management & Reporting

We support you in identifying IT value criteria and ensuring that IT value is recognized and connected to business success

Costs & Cost Benchmarking

Cost Charging Models

Finance & Performance Mgmt

Measurability

Value Mgmt & Reporting

Consultants with strong and long-term profile
Personal profile of GERHARD KOINER

GERHARD KOINER

Managing Partner
SENIOR EXECUTIVE CONSULTANT

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About me …

It has always been one of my long-term goals to start my own business. I held a number of management positions at international companies where I was able to develop and strengthen skills that are now important for me as an entrepreneur.

Customers and partners appreciate that I understand their demands and that I always act result-driven. I approach challenges analytically and I also know, how and when to apply best-practices appropriately to generate the envisioned value. For me, competent communication is a key success criteria for successful cooperation in projects.

Experience and References …

Controlling, IT Management
EUROSTAR Automobilwerk Graz

Senior Consultant / Key Account
CSC Austria, Wien

CIO
AVL List GmbH, Graz

Customer References
see list of references

Major consulting areas …