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Case Study

Transforming IT to Business Impact: 5 Ways a Global Beverage Chain Reaped Results from an Interim CIO

The Challenge

Following the departure of its Chief Information Officer (CIO), the company faced a critical juncture with challenges ranging from staff retention and project disruptions to operational inefficiencies and security vulnerabilities.

Other challenges included outdated technology infrastructure, scattered data management, and unclear leadership roles, which underscored the need for a strategic overhaul in technology leadership and a realignment of technology initiatives with the organization's strategic business goals.

The Solution: How an Interim CIO Delivered Results

- **Staff Engagement & Role Clarification:** Facilitated meetings to outline the interim CIO's role, directly addressing staff retention concerns and ensuring a motivated and cohesive team.
- **Prioritized Key Projects:** Identified and advanced essential projects, such as the mobile app launch and IT infrastructure relocation, aligned with strategic goals for enhanced efficiency and risk mitigation.
- **Vendor Evaluation & Outsourced Strategy**: Expanded and evaluated the vendor list for Help Desk outsourcing, assessing the best approach to optimize operational efficiency through outsourcing or internal enhancement.
- **Infrastructure & Security Enhancements:** Secured approvals for critical improvements, including IT infrastructure relocation for risk mitigation and a security assessment to strengthen the security posture.
- **Project Management & Performance Goals**: Spearheaded project implementations and set clear performance targets for 2024, including budget approval and performance evaluations, ensuring project success and organizational growth.

The Results

By selecting an interim CIO from Fortium, this global beverage chain successfully addressed multiple delivery gaps and established a collaborative process for identifying and improving technology requirements at the C-suite level. This also allowed the firm a sufficient amount of time to select the most appropriate, permanent CIO. As the interim CIO implemented technology leadership strategies, he delivered results in days, not weeks while also becoming a trusted advisor within the leadership team. Overall, this results-driven leadership addressed immediate challenges, aligned IT initiatives with business goals, and prepared for a smooth transition to a permanent CIO.