

IT Operating Model Transformation

How DayBlink Consulting redefined the IT operating model of a Global Energy Company



Introduction

After years of full outsourcing, a Global Energy Company's IT function had become costly, fragmented and unreliable. System outages, cybersecurity vulnerabilities and a lack of in-house resolution capability disrupted operations and eroded confidence across the enterprise. DayBlink Consulting conducted an assessment and developed

a strategy to rebuild IT from the ground up. The engagement established control over core functions, reduced risk and created the foundation for a hybrid sourcing model. The result include a resilient, cost-efficient and accountable IT organization capable of supporting the company's long-term growth.

Problem

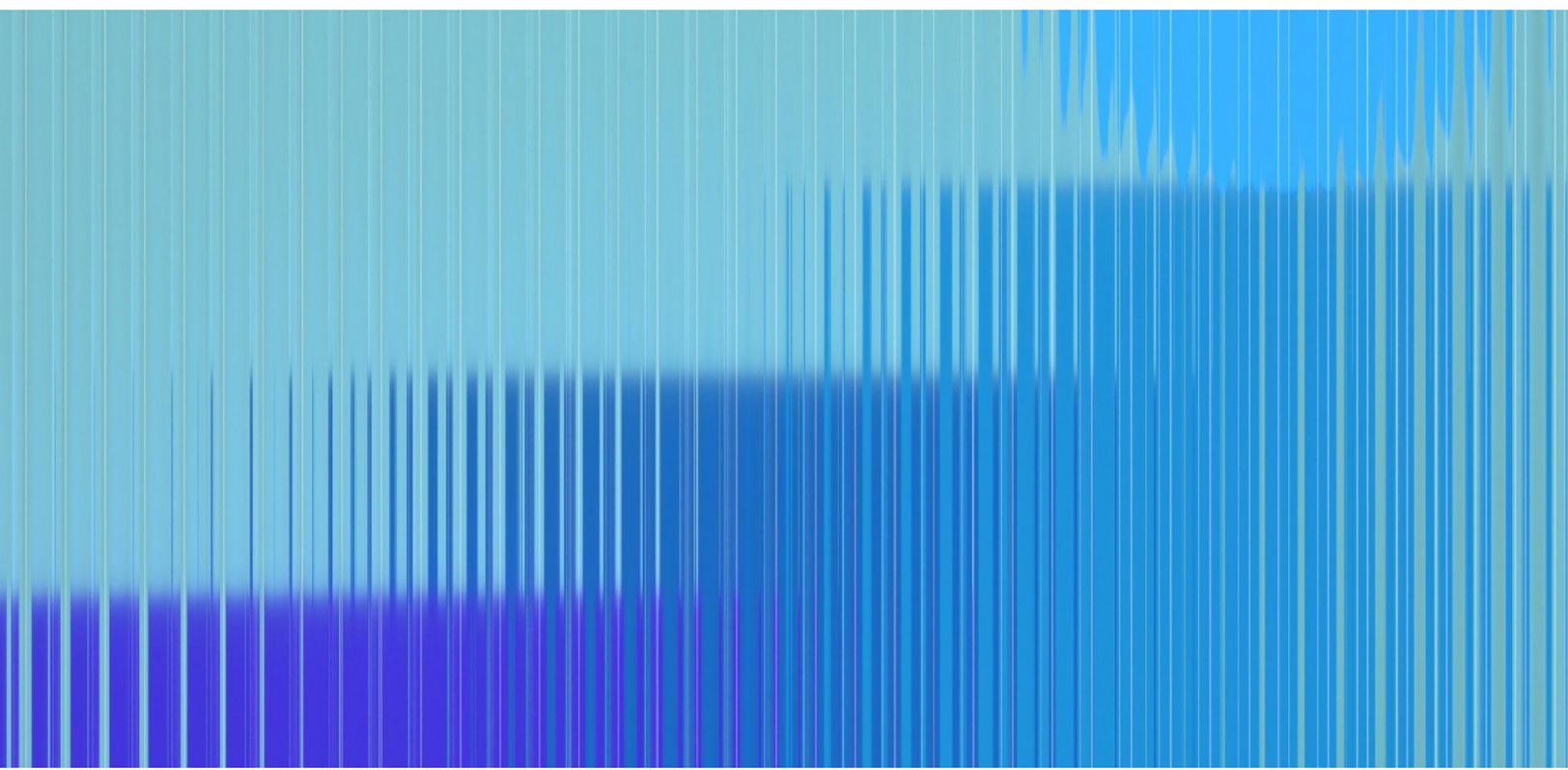
The fully outsourced IT model led to rising costs, instability and loss of organizational control

The company's IT environment had evolved into a complex, vendor-dependent ecosystem. For years, all IT functions, from infrastructure and applications to cybersecurity, had been managed by a single service provider. This model produced escalating costs and diminishing returns.

The business faced chronic system outages, growing cybersecurity exposure and limited visibility into technology operations. With no internal IT leadership, the company lacked the capability to govern, challenge, or direct its provider. The MSP controlled critical systems, budgets, and decision rights, leaving the enterprise dependent and underinformed.

Frustrated by recurring service failures, business units began creating their own technology teams. These "shadow IT" groups worked independently, adopting local tools and vendors without central oversight. The result was a fragmented technology landscape, duplicated costs, and inconsistent service quality.

Although leadership sensed deep-rooted issues, there was no clear fact base to define the scale of the problem or chart a credible path forward. Previous assessments had been narrow, addressing symptoms rather than the system. The company needed an enterprise-level diagnosis and a roadmap to restore performance, control and trust.



Solution

We delivered a comprehensive assessment and transformation roadmap to stabilize operations and rebuild internal capability

DayBlink Consulting was engaged to deliver an enterprise-wide IT assessment. The mandate was clear: establish a factual baseline, identify structural issues, and define a path toward a modern, sustainable IT organization.

The team interviewed more than 40 stakeholders across business units, reviewed operational and financial data, and benchmarked costs, maturity, and vendor performance against peers.

The analysis revealed four systemic challenges:

1. Insufficient Technology Stewardship: No internal leadership to oversee or direct strategic technology decisions.

2. Immature Cybersecurity Practices: Reactive processes and limited capabilities amid rising external threats.

3. Inefficient Vendor and Procurement Practices: Weak governance and misaligned contracts driving excessive costs.

4. Limited Internal Expertise: Minimal technical capability or process ownership within the enterprise.

Assessment Areas of Interest



Technology-related Spend



Project Delivery Practices



Problem & Change Management



Environment Management



Data & Analytics Capabilities



Disaster Recovery & Business Continuity



Vendor & Contract Management



Cybersecurity Risk & Capabilities

And more...

Based on these findings, DayBlink Consulting developed a multi-year transformation strategy anchored in three phases: **stabilize, restructure, and modernize**. The initial stabilization phase focused on system reliability, governance, cybersecurity, and vendor management.

A key pillar of the long-term strategy was a shift from a fully outsourced model to a hybrid insource/outsource approach. The new design retained external partners for commodity services, such as help desk and basic infrastructure, while insourcing strategic functions to rebuild visibility, control and institutional knowledge. Equally important, the company moved away from reliance on a single managed services provider. Instead, it adopted a multi-vendor sourcing model, selecting specialized providers best suited for each function. This reduced concentration risk, improved accountability and allowed the company to leverage differentiated expertise across its technology stack.

To enable execution, DayBlink Consulting established a transformation program with defined governance, clear objectives and measurable KPIs. The structure included a steering committee of senior executives, dedicated workstreams for each major capability area and a PMO to monitor progress and manage dependencies.

The solution was not just a plan, but an executable roadmap.



Outcome

We generated \$25M in OpEx reductions within the program's first year

The stabilization program addressed the company's most critical technology issues, improving governance, reducing operational risk and restoring business confidence in IT. Key initiatives strengthened cybersecurity controls, established formal IT service management practices and rationalized overlapping systems and vendor contracts.

The transformation also reshaped organizational dynamics. IT evolved from a vendor-managed function to a business-aligned partner, capable of engaging effectively with operational leaders. Cross-functional collaboration improved, and business units began integrating their technology priorities under a unified framework.

By moving to a multi-vendor structure and reintroducing internal expertise, the company reduced its reliance on any one partner and regained control of its technology agenda. The new model provided transparency into costs, improved service quality, and created a foundation for modernization and innovation in subsequent phases of the roadmap.

DayBlink Consulting's approach redefined the role of technology within the enterprise. IT became a strategic enabler rather than a service dependency, ensuring that the Global Energy Company could compete with greater agility and reliability.

\$100M

Projected Savings
& Cost Avoidance
Within 2 Years

20%

Tech Spend Shifted
from Operations to
Growth

60%

Reduction in
Incidents
Year-over-Year

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