

Operations & Process Improvement Lean IT

Operations & Process Improvement

Financial Workflow
Optimization

Lean IT

Lean Transformation

Operations
Optimization

The Challenge

Current economic challenges put greater pressure than ever on IT organizations to support existing infrastructure and adapt to new technologies while facing restrictive budgets. These conditions make it difficult for IT leaders to meet required service levels while maintaining responsible stewardship for company resources. How does an IT organization evolve from struggling to maintain required performance levels with limited resources into becoming a highly efficient and customer-centric strategic asset that is a key enabler of differentiation for the business?

Our Services

Before IT can be a strategic growth driver, IT people, processes and technology must work together at a highly optimized level. Point B works with IT departments to unlock their productivity and hidden capacity in order to help them become effective and efficient customer service-driven organizations. We help IT organizations align with the business to provide quality data and information systems, and to enable and sustain continuous improvement and innovation.

Like any other business function, the productivity of IT services can be enhanced in many ways—including production control, information management and business intelligence, infrastructure support, communication and collaboration, resource management, demand management, quality control and security.

While some process improvement approaches, such as Information Technology Infrastructure Library, can be useful to drive tactical improvements in some areas of IT, such frameworks can be limited in scope. Lean IT takes a customer-centric view across the entire value stream, considering the combined impacts of people, process and technology and engaging key stakeholders in active problem solving to drive transformative change in IT processes.

Working closely with our clients' IT organizations, Point B's Lean IT approach applies the Lean framework specifically to IT through three distinct offerings:

IT Transformation – Optimization of how IT delivers value to the organization to enable IT to be an equal, strategic partner with the business to drive new growth.

Lean System Implementation – Integral component of pre- and post-implementation phases of new technology to enable the new system or upgrade to maximize return on the new investment and to help new technology to support desired workflows and organizational design (versus defaulting to the new system dictating generic process and workflows to the business).

Lean Software Development – Leverage Lean-influenced software development approaches to enable internal software development to be nimble, fast, and nearly defect-free.

Lean IT

Offices

Austin

Bay Area

Boston

Chicago

Dallas

Denver

Minneapolis-St. Paul

Phoenix

Portland

Seattle

Southern California

Why Point B?

Point B, Inc. helps organizations form, execute, and thrive. With capabilities including Management Consulting, Venture Investment and Advisory, and Property Development, our integrated businesses provide value to the organizations and communities we serve. Our 100 percent employee-owned firm was named a Best Workplace in the United States by *Fortune* magazine, and is regularly honored as an exceptional place to work.