How eSCM fits in our Quality Strategy

IBM Argentina, Global Delivery Center
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What is the Global Delivery Center Argentina?

- Unit of IBM Argentina (est. 1923) dedicated to the provision of IT infrastructure maintenance services to Customers all around the world
- Inaugurated in 2005
- Part of the IBM Global Delivery Strategy (along with Brazil, China, Czech Republic, India, Poland, South Africa and others)
- Supports Customers in US, Canada & Europe, mostly of global reach
Scope of Services

• Resolution of defects and implementation of changes to basic entities that interface between the IT equipment (hardware) and applications (programs) that support the Customer’s business processes.
  • Operating systems (Windows, UNIX, zOS, etc.)
  • Databases (Oracle, SQL, etc.) and Data Storage equipment
  • eMail systems (Lotus Notes, MS Exchange, etc.)
  • Middleware applications

• Provision of routine Administrative Services
  • Backup & Restore of data and applications
  • Management of IT security
  • Asset Management: hardware & software licenses inventories
  • Monitoring equipment status

• Response to incidents
  • Equipment failure, software bugs
  • Security breaches (virus, hackers)

• Provision of custom services
  • Managing projects remotely by engaging resources from different geographies
  • Packaging software for automatic deployment
Relationship between Stakeholders

- Final Customer
- Contract
- IBM
- Internal Contract
- IBM Global Delivery Locations
  - Local Delivery Team
- IBM GDCA
- Community of Users
- Client Representative
- Service Provider Representative
- Remote workers
- Local Delivery Team
- Service Leaders
- Remote workers
- Other IBM Geos
Back in 2005...

Priority for the Newly Created GDCA

Earn our Customer's trust: Basis for growth

Concerns

Manage very rapid growth, remain in control and improve quality at the same time

- High rate of entry of new resources creates an environment where creating a common culture is a challenge
- Customer’s processes and tools are different, easy to lose focus on excellence. Difficult to establish a common roadmap.
Guiding Strategy

• GDCA Management must be able to anticipate our Customer’s concerns and having credible answers for them

• The GDCA must have a solid quality system:
  • Focused on Delivery
  • Using Best of breed processes
  • Using standards as the driving force behind Continuous Improvement
  • Certified by third parties to be compliant to widely accepted standards
Why eSCM-SP?

Comprehensive model:
- Takes into consideration all Lifecycle components of the outsourcing cycle
- Takes into consideration Service Provisioning and Supporting activities
- The Levels are clearly associated to organizational capabilities
- Compatible with accepted organizational standards
  - ISO 9000
  - ISO 20000
  - Argentina National Quality Award
  - Ibero American Quality Award: Premio Iberoamericano a la Calidad
## Results

<table>
<thead>
<tr>
<th>Year</th>
<th>Clients</th>
<th>Growth</th>
<th>Infrastructure</th>
<th>Services</th>
<th>Countries</th>
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What did we get from eSCM-SP?

• An excellence standard that can be integrated into our Quality Roadmap
• An external benchmark for organizational development
• A comprehensive structure around which existing policies, processes and procedures can be assembled
• A driving mechanism that allowed local management to maintain focus on “the big picture” and tap into IBM’s Global intellectual capital
Thank You!

Jorge Osinski

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