

Nomination: 18658

From Local to Global: ICT Team Innovates to Elevate Journeys

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<b>Name of Organization / Company</b> Eastvantage Business Solutions, Inc.
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<b>Page: Entry Information</b>
<b>Entry Title</b> From Local to Global: ICT Team Innovates to Elevate Journeys
<b>Category</b> N01 - N03 - Award for Innovation in Technology > N02. Award for Innovation in Technology Management, Planning & Implementation > Other Service Industries
<b>Submission Format</b> An Essay of up to 625 Words

## Essay

Eastvantage (EV), a global outsourcing provider specializing in purpose-built business solutions in the areas of software development, customer relationship management, and business support, underwent a strategic overhaul in 2021 to mitigate the impact of the pandemic. The EV Information and Communications Technology (ICT) Team played a pivotal role in this evolution, tasked not only with supporting in-house technology requirements but also with contributing additional value to drive EV's success.

Between 2021 to 2023, the ICT Team achieved significant milestones:

- 1. Revenue Generation from IT Support Teams.** The ICT Team took over the operations management of client-dedicated IT support teams, transforming from a cost center to a revenue-generating entity. Between 2021 and 2023, the team contributed USD 4.7M in revenue by providing cloud management, service desk, and asset management support services to four corporate clients.
- 2. Global Office Setup and Operational Capability.** The team built the entire IT infrastructure for the new EV delivery center in India. It also remotely supervised the setting up of IT equipment for new EV delivery offices in Vietnam, Bulgaria, and Morocco. Additionally, they facilitated the operational capability of a new Philippine delivery center in just a month, earning an additional revenue of USD 685,500 for EV. The team's strategic planning resulted in cost savings of over USD 13,000. This included:
  - Sourcing of a suitable and cost-efficient office space within a business district within the metro.
  - Building a compliant server room at a location that eliminated the need to redo the existing structured cabling.
  - Overcoming global semiconductor shortages through aggressive sourcing.
  - Securing a provider who was able to do ISP setup and activation within two weeks.
  - Doing the network setup and configuration in-house instead of outsourcing the work.
- 3. Migration to Microsoft 365 for Enhanced Security and Productivity.** Recognizing the need for improved security and productivity, the team successfully migrated the Operations Support Team from Google Workspace to Microsoft 365.

Although the monthly Google cost per user at USD 12 is lower than that of MS365 at USD 18, the former requires additional tools to mitigate existing security and business risks at USD 18 per user (adding up to USD30 Google cost per user per month), while the latter already provides these tools at no additional cost. Thus, the initiative saves the company USD12 per user per month, totaling USD19,512 per annum for 133 current users.

Aside from the financial benefits, the migration resulted in:

- Reduced computer set-up time. From one hour before, it now takes only 15 minutes to set up MS365 for users.
- Enhanced workflows. Employee productivity improved by saving approximately one hour daily through reduced application-switching and improved collaborative capabilities.
- Optimized document control. The incorporation of SharePoint and OneDrive led to a 25% decrease in the time spent on document retrieval and management.
- Elevated interdepartmental collaboration. The shift yielded a 20% improvement in collaboration efficiency across teams, facilitating real-time communication and seamless project coordination.
- Streamlined email efficiency. The employment of Outlook for email management trimmed down email-related tasks by 15%, allowing more time to address other important tasks.
- Enhanced decision-making. The integration of Power BI for data analysis contributed to a 15% uptick in data-informed decision-making, attributed to its advanced visualization and reporting functionalities.

The ICT Team's transformative initiatives redefined the traditional role of technology management within the organization. Evolving from a conventional cost center to a pioneering profit center, the team's strategic contributions played a crucial role in EV's remarkable success. The team is now among the top three service division contributors to the EV annual revenue.

Evolving together is not just a slogan; it's a reality embodied by the ICT Team's remarkable journey.

### For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in technology since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

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