

CASE STUDY

ServiceOntario G2B Planning

Ontario Ministry of Government Services

AT A GLANCE:

COMPANY:
ServiceOntario
Ontario Ministry of
Government Services

PROJECT:
5 Year Services to Business
Implementation Plan

GEOGRAPHY:
Ontario, Canada

INDUSTRY:
Public Sector

KEY CHALLENGE:
Improve the customer service
experience while reducing
operating costs.

ABOUT CLYTAN:

Clytan is a professional
services firm offering
measurable business value to
our clients in the form of
enterprise application services
with an emphasis on
implementing CRM and ERP
suite of software applications.

We provide in-depth
implementation expertise,
business process best
practices, systems integration
and program management
services.

COMPANY: ServiceOntario is mandated to become the customer facing service delivery organization for the Ontario government. The objective is to make accessing and receiving services easier for both individuals and businesses in Ontario.

PROJECT: The goal of the project was to prepare a 5 year plan to capitalize on emerging service assets to make a dramatic improvement in the business customer experience while reducing costs and expanding the ServiceOntario brand.

CLYTAN INVOLVEMENT: Clytan Inc. was selected to lead this initiative to identify the investments that would result in meeting ServiceOntario's service objectives and prepare the supporting business case to accompany the multi-year funding request.

DELIVERABLES :

- Consultation with MGS business and technology leaders
- Document priorities and strategies
- High level Implementation plan incl. time and cost estimates
- Business Case Development
- Executive reviews and approvals

SERVICES PROVIDED: Clytan reviewed the progress made against the 2003 Service to Business Strategy and assessed the changed service delivery landscape. Based on strong experience in service delivery business and technology practices, Clytan prepared a comprehensive implementation plan. It was comprised of over 60 integrated projects to be executed over a 5 year time frame. It recommended innovative cost saving approaches and leveraged emerging infrastructure. Clytan detailed the business case and provided briefing documents for senior executives.

RESULTS: ServiceOntario is moving forward to implement the plan that will make an outstanding difference in the business customer service experience and save millions of dollars in operating costs annually, providing a significant return on investment.