

# Virtual CIO service key to long term value

CodeBlue's Virtual CIO service is designed to deliver to mid-sized businesses the same cost savings and business advantages that dedicated CIOs bring to very large companies.



**"CodeBlue's Virtual CIO service is an IT industry 'first'. It levels the playing field, delivering a pragmatic and affordable way for mid-sized customers to achieve all of the cost savings and business advantages that a smart, dedicated CIO can deliver. And that starts with shaving 20-40 percent off the cost of your IT."**

CodeBlue CIO Lee Madden.

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**Big companies typically spend 40% less 'per seat' on IT than smaller companies do. That's because larger companies have the people, systems and processes to plan and manage their IT in more strategic way.**

Until now, CIO-level strategic advice has been beyond the reach of smaller companies, not able to justify hiring a full time CIO. As a result, many struggle with IT strategy, lacking the strategic IT expertise to plan the highest value IT infrastructure and ensure all technology layers are optimised, from software applications, to server environments, to security.

CodeBlue's Virtual CIO service is designed to give smaller companies the same level of technical expertise, business experience, and strategic IT consulting advice as a part of the CodeBlue services contract.

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Traditionally, IT planning has been done annually and updated annually. But CodeBlue's mantra is that because technology changes constantly, so must IT planning. Our Virtual CIO service

drives a Technology Roadmap which is updated on a quarterly basis. This roadmap informs annual planning, but is designed to evolve in real time with changing technology and changing business requirements.

The Virtual CIO coordinates the CodeBlue Account Manager, Trusted Advisor and Service Delivery Manager to ensure CodeBlue SLA deliverables are met.

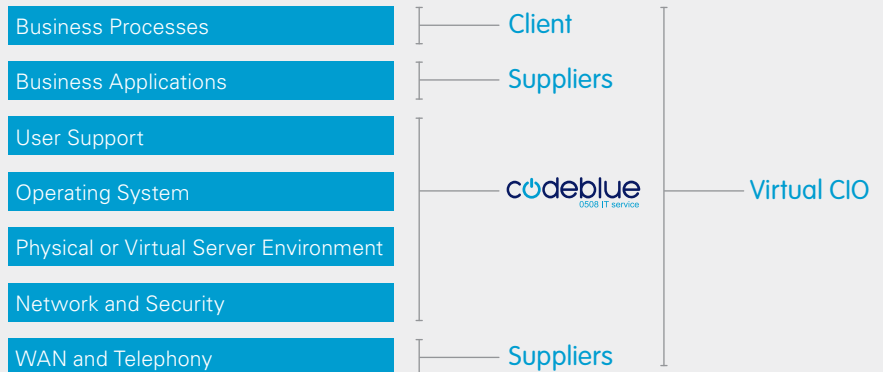
Specifically, the Virtual CIO is responsible for the business-related and strategic decisions and recommendations. The CodeBlue Account Manager is responsible for the overall relationship and is the client's main point of contact. The CodeBlue Trusted Advisor is the point of contact for immediate technical issues; and the Service Delivery Manager is first point of contact for all service delivery issues and is responsible for the day-to-day deliverables of the CodeBlue SLA.

The end-game for the Virtual CIO is to 'own' the strategic process which ensures customers extract maximum value from their IT investment by delivering the most cost-effective IT infrastructure: one which is tightly managed through each phase of the IT infrastructure lifecycle. This includes strategy, procurement, implementation, service and replacement.

## The 'IT stack'

The role of the Virtual CIO spans the customer's full 'IT stack', including data centre, network and security, application support and engagement with the business to enable business process. The CodeBlue Virtual CIO is the 'glue' that ensures all parties are engaged to deliver a combined solution for the business.

This includes management of IT-related third parties including WAN, telephony and application support, and assistance in running the RFP process for WAN, telephony and application reviews.



## About CodeBlue

CodeBlue specialises in providing enterprise-class IT managed infrastructure services, along with proactive monitoring and support, to mid-sized New Zealand companies and organisations. Our promise is to slash the ongoing costs of supporting your IT infrastructure while concurrently improving system quality, reliability and security – for a fixed monthly price, no matter what.

[www.codeblue.co.nz](http://www.codeblue.co.nz)

0508 IT service (0508 48 73 78)

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