

## 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.