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### About Cedar Root

Since 2003, Cedar Root has partnered with industry to improve client business performance employing a proven, time tested, data driven methodology that aligns employees with the flawless execution of vital business processes most influential to the balance sheet and income statement.

# Computer Server Retirement *Cycle Time Reduction*

**Industry:** Information Technology

**Client:** Confidential

**Methodology:** Kaizen Event, Change Management Principles

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### Process

Retiring active/inactive client computer servers including governance.

### Business Case

Over the past 24 months, the process lead-time for retiring computer hardware servers for a top Fortune 100 company averaged approximately one calendar year resulting in excessive client maintenance costs.

### Objective

Reduce client server retirement process lead-time by 50%.

### Root Cause(s):

- Process roles and responsibilities not well defined
- Servers not ready to be retired
- Checkpoints built into process to detect errors entering process
- Workflow technology not capable to detect or trace process error or task location.
- 95% idle time assigned to 14 cross-functional hand offs.

### Key Tools Used:

- Voice of the customer
- Value stream mapping
- Value flow analysis
- Data mining and stratification
- Transactional Changeover Reduction Principles
- Change Management

### Results:

- Established process entry requirements removing the need for functional and compliance check points inside the process
- Process Lead Time reduced from 200 to 10 business days
- Improved workflow and communication

### Lessons Learned:

- Cross-functional processes can contribute to significant process delays and errors if sound business process management principles are not designed in.
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