

# Keane Provides Application Development and Management for Unipart's Core IT Business Applications

Unipart Achieves CMM Level 3 Within Just 12 Months

## Client Overview

The Unipart Group of Companies is one of Europe's leading independent logistics, automotive parts and accessories companies. The Group's areas of expertise include:

- » The provision of logistics services to the automotive, IT, defense and healthcare sectors
- » The development and marketing of automotive aftermarket parts
- » The manufacture of Original Equipment (OE) automotive parts
- » The supply of truck and trailer components
- » The marketing and distribution of caravan, camping, marine parts and accessories
- » The supply of rolling stock parts, services, signaling and telecommunications equipment to the rail industry

- » The provision of consultancy and training to enable sustainable organizational change through Unipart Advanced Learning Systems

## Challenges

Unipart's strategic aim is to win new business and provide commitment to the provision of a world-class customer-focused service. To achieve this, Unipart's goal is to build itself into a flexible and responsive company that can react quickly to the changing dynamics of the marketplace. To reflect the core business need, Unipart needed to develop world-class software capabilities that would provide:

- » Improved quality of IT deliverables
- » Reduced costs of IT whilst maintaining competitiveness
- » Improved speed of delivery of IT services

**Unipart achieves CMM Level 3 within just 12 months, leading to improvements in productivity and adaptability that will help address regulatory change, downward pressure of costs and lead time improvements.**

## Application and Infrastructure Solutions

## Solution

Unipart selected Keane to provide application development and management of a broad range of Unipart's core IT business applications including mainframe, client server and groupware applications across a number of platforms and technologies.

Keane has proven ability in implementing the principles of the Software Engineering Institute (SEI) Capability Maturity Model (CMM). SEI CMM focuses on sophisticated software process controls, such as project management and quality assurance, and is a valuable tool used to help companies measure performance, and select the most critical issues that need to be addressed to achieve cost, service and quality improvement.

Based at Carnegie Mellon University, USA, the SEI was established to advance the practice of software engineering. It began by developing a process maturity framework in 1986 to look for a way to assess the capabilities of software contractors. The CMM offers IT departments a defined evolutionary path for improving the effectiveness of their software processes.

The CMM contains five levels of increasing process maturity. These levels are:

1. Initial
2. Repeatable
3. Defined
4. Managed
5. Optimised

Achievement of CMM Level 3 would guarantee Unipart real market leadership with the sure knowledge that their IT function is up to the challenges posed by hyper-competition and 'internet-time' constraints.

## Benefits

This contract represents a strong endorsement of Keane's expertise. This is particularly true with regard to the SEI's CMM, which is providing the foundation of Keane's commitment to provide Unipart with a structured environment of continuous improvement, alongside guaranteed year-on-year efficiency improvements and reduced maintenance costs.

Keane have worked with Unipart to achieve CMM Level 3 within a Unipart environment, this commenced in December 2000 — one year after Keane started the engagement. Unipart will achieve improvements in productivity and adaptability that will help them address regulatory change, downward pressure of costs and improve lead times.

Other significant benefits to Unipart include:

- » Higher quality deliverables
- » Increased throughput
- » Reduced backlog
- » Higher user satisfaction
- » Enhanced ability to adapt to change

Keane delivered CMM Level 3 within 12 months, instead of the industry average of 48 months. Keane currently has over

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Mark Tonks, IT General  
Manager, Unipart

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30 engagements at CMM Level 3 and above, and has outperformed any other provider in the marketplace by successfully delivering a CMM Level 3 customer solution within the UK.

Mark Tonks, IT General Manager, Unipart explained: “Keane is the first company in the UK to guarantee taking an engagement to CMM Level 3 within 12 months. The Unipart engagement is proof of Keane’s ability and is classified as one of the best deals in Europe for the customer, and positions Unipart for long-term success.”

“Our partnership with Keane means that we can respond to the dynamics of the marketplace in the sure knowledge that the IT services critical to our operations

are able to manage the changes. We chose Keane after examining a number of options. Keane’s professionalism, experience and commitment to measured improvement were critical deciding factors. We believe this solution will deliver the bottom line business benefits we are looking for.”

Keane have provided Unipart with the ability to continue to use CMM as a framework for the future which will allow the engagement to provide the benefits of higher levels of maturity such as cost effective technology innovation.

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## About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources. Visit [www.keane.com](http://www.keane.com) to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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