



So you want to halve BI & Analytics costs, and still improve quality? Double down on talent and commitment.

How Crystal System Group's IT long-time expertise and its Talent Generation Methodology allowed one of the most prominent cigarette and tobacco manufacturing companies in the world to reduce BI & Analytics costs by 50%.



We're a team of high-skilled experts committed to being the best, most flexible, most scalable, and actively supportive IT consulting and engineering company.

With headquarters in Cyprus, and a turnover of EUR 15.000.000, Crystal System has software factories located in Romania, Moldova, and Albania, and is today the IT strategic partner to some of the most influential corporations in Europe.

We go beyond our line of duty to ensure the best outcomes and cost-efficiency for your business.

Our client

A multinational cigarette and tobacco manufacturing company. It is the second-biggest cigarette maker in the world as of 2018, with a global market share of 26% and operations in around 180 countries.

Our client was struggling with **high costs in BI & Analytics Application Development area, low quality of service, unmet goals, and an unsatisfied user community.** They had more than one hundred freelancers at work, with little ownership and shallow commitment to outcomes. The results were repetitive incidents, inefficient problem management, and unproductive work.

That's when we came into play. In 2015, Crystal System Group was tasked with on-demand requests. Still, as soon as our consultants' competence started to show **our "quality pattern,"** we moved to **outcome-based projects.** Crystal System's task-forces were inserted inside in-trouble projects to meet deadlines, and its consultants helped reorganize the support services. Shortly after, **our client engaged us to build its Centers of Excellence** and support the planning of its IT program roadmap. Support Services were transferred to Crystal System, and additional outcome-based projects were issued for reducing time and material demand. The number of Crystal System consultants employed by our client increased from 4 to 50 between 2015 and 2019. **Our involvement in its business streams keeps growing - as do cost-efficiency, service quality, and business satisfaction.**

We've **reduced BI & Analytics costs by 50%** through effective triage level. The previous delivery model has been replaced with a **system integrator model** based on outcomes and ownership to the resolution of service support and development activities. SLAs and KPIs towards the user community have been consistently attained, and a Platinum Service has been introduced, increasing user satisfaction and improving user experience.

How did we achieve these results? We have always been committed to creating **a team of top-skilled talents** while expecting **a supportive, outcome-oriented mindset** from our consultants. We believe in people, and we know that our distinctive "quality pattern" lies in their hands. That's why we have built and tested a strong, reliable, and sustainable **Talent Generation Methodology.** We partner with leading European universities and offer advanced training programs to hundreds of IT talents. Amongst them, we only recruit the top 10 percent.

As a team of high-skilled experts committed to being the best, most flexible, most scalable, and actively supportive IT consulting and engineering partner, we go above and beyond our duties to **ensure the best outcomes and cost-efficiency for your business.**

Put us to the test.

We've reduced BI & Analytics costs by 50% through effective triage level.



Contact us!

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