



## Thomson Reuters

As part of a project to deliver new information services to their customers, Thomson Reuters asked Nine Feet Tall to help setup a new internal development support team. Working globally with people across the Thomson Reuters organisation, Nine Feet Tall designed the team processes to deliver round the clock support. By leveraging Nine Feet Tall's experience in defining business requirements and our ability to design effective team processes, the delivery plan was approved and the new team was up and running quickly. Following this initial engagement, Nine Feet Tall went on to deliver similar work with the IT capacity management organisation.

*"The Nine Feet Tall team brought an independent approach and accelerated the setup of the 3<sup>rd</sup> level development support team. They worked in a complex environment, across a diverse organisation and were able to gain approval to proceed with a plan that our team could take forward."*

Steve Turner  
**Thomson Reuters, Service Management**

## Project Activities

1. Developed a comprehensive operating model to describe how the new support organisation functions
2. Designed and facilitated a series of workshops with management in the UK and US to ensure the operating model was understood
3. Produced a delivery plan to launch and establish the new support organisation and handed this over to the Thomson Reuters team
4. Organised and documented requirements for the capacity management team
5. Designed and supported the communication to stakeholders of the new internal processes for the capacity management team

*"The Nine Feet Tall team were able to adapt and apply their approach to tackle my requirements, which were quite different than the other teams on the same project with which they had worked with. They were flexible and attentive to detail while meeting my unique requirements."*

Maureen Sills  
**Thomson Reuters, Capacity Management**