



Grupo Bimbo renews its Global IT Model: a more than 30% reduction in total cost of service

The global IT transformation that powered Grupo Bimbo

Grupo Bimbo was running a global IT services model that had become outdated and too expensive for its scale: 135,000 employees, 32 countries, and 5 languages.



The organization faced constant user complaints, a lack of adequate service levels, and a legacy contract that no longer allowed the business to evolve.



RD supported the entire process of diagnosing, designing, and transforming the new operating model, **cutting costs by more than 30% and dramatically raising the global service level.**

The Challenge

The IT services model faced multiple problems:

- **Excessive costs** for the value received.
- An old contract that **prevented new capabilities.**
- A global service with only **3 service levels for 32 countries.**
- **Constant user dissatisfaction** and no evaluation mechanisms.
- A direct mandate from executive leadership: **cut costs and improve service at the same time.**

The geographic and operational complexity required rethinking the model from scratch.

Solution implemented by RD

RD supported the company through an end-to-end process with the following stages:

- ✓ **A complete AS-IS assessment** of service, capabilities, costs, contracts, and performance.
- ✓ **Design of the future model (TO-BE)**, defining strategy, infrastructure, architecture, SLAs, and governance.
- ✓ **Alignment with the corporate IT strategy** and global best practices.
- ✓ **Implementation of the new model**, including the operational transition, tools, processes, and roles.
- ✓ **Organizational change management**, explaining the new way of working and its expected benefits to users.
- ✓ **Definition of 13 new service levels**, replacing the previous limited structure.

Results & Metrics

- ✓ **More than 30% reduction in total cost of service.**
- ✓ **A user satisfaction model**, with surveys that directly shape operations.
- ✓ **Expanded global service catalog**, from 3 to 13 levels.
- ✓ **Greater control and governance**, with visibility by region, country, and service type.
- ✓ **IT service aligned with corporate goals**, enabling new capabilities.

The new structure made it possible to audit performance by region, provider, and service level. The new contract architecture also enabled stronger controls.



What Bimbo highlights

The organization highlights RD's support from strategy through implementation, and its ability to make sure the project met every objective.

Recommendation

Bimbo recommends that other organizations going through transformation work with an expert like RD to ensure a successful, measurable transition.

[SCHEDULE A MEETING](#)



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