



***A Full Outsourcing* model that
powered the technology evolution
of **Grupo Energía Bogotá****

Full integration and technology evolution to turn IT into a business enabler

Grupo Energía Bogotá launched an end-to-end transformation across all its companies.



Technology teams were overloaded with operational work, duplicate contracts, outdated processes, and little time to act strategically.



RD designed and implemented a full outsourcing model that brought every service under a single provider, advanced technology maturity, and enabled a phased approach: transition, stabilization, and transformation.

The Challenge

The organization was facing:

- **Duplicate contracts** across subsidiaries.
- **Outdated technology** in several services.
- **Inefficient processes** and overstretched operational roles.
- **A lack of time in IT** to support the business transformation.
- **A need to turn IT into a strategic function**, not just an operational one.

To keep pace with the corporate transformation, it was essential to **integrate scattered services and take them to the next level.**

Solution implemented by RD

RD led the design and implementation of a full outsourcing model, including:

- ✓ **Integration of every service line** under a single accountable provider.
- ✓ **A strategic assessment** to define the real needs of each company in the group.
- ✓ **Design of the technology maturity model** for the new services.
- ✓ **Full structuring of the tender process**, with clear, robust terms of reference.
- ✓ **Design of a three-phase implementation plan:**
 1. **Transition:** takeover of the prior provider's services.
 2. **Stabilization:** normalization without improvements.
 3. **Transformation:** visible improvements, self-service, and operational evolution.

Results & Metrics

- ✓ **Fully integrated services**, eliminating duplication.
- ✓ **Users with greater self-service capability.**
- ✓ **Real transformation of the operating model**, from operational to strategic.
- ✓ **Full alignment with corporate goals.**
- ✓ **Terms of reference praised for their clarity**, even by participating providers.

The centralized model makes it possible to control SLAs, costs, service levels, and traceability by provider, company, and service.



What GEB highlights

Grupo Energía Bogotá values RD's experience and expertise, and its ability to run a flawless, smooth, and transparent process.

Recommendation

The group recommends **RD** as a partner when a deep transformation is needed, one that goes beyond traditional outsourcing and truly raises the IT function's technology maturity.

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