

Pielen & Partner Management Consulting

Company Profile

1. Company **key facts** overview
2. The **company values** are the basis for our successful work
3. We **focus our consulting** on strategy, processes & organization and projects
4. A summary of our **projects**
- 5. Managing partners**
6. How to get in **contact** with us



Key Facts

- Company for IT management consulting with a focus on strategy, processes & organization, projects.
- The Pielen & Partner group works together with about 20 consultants of different professions (master in informatics, Master of Business Administration (MBA), certified coaches, etc.).
- Medium-sized businesses up to fortune 500 companies are our customers covering different industry sectors (automotive, logistics, communication, IT-suppliers, etc.).
- Main activity in Germany, Austria, Switzerland.
- Headquartered in Munich; founded in 2001.

Customers Success

The goal of our work is it to make our customers more successful in their work.

Deliver excellent quality

For both our customer's work and our internal topics, the high quality is in the center of our efforts.

Ensure reliability

Agreements have to be kept in all cases. Is it not possible to keep an agreement, a prompt and frank communication is necessary.

Keep confidentiality

Our customers benefit from the broad experience of our consultants from different customers. Customer information is kept strictly confidential at any time.

Live integrity

Our work is aligned to ethic values and principles. Besides our company values this is the key to our frank environment, trust ability and respectful interaction with others at eye level.

Strategy

Alignment of IT with business strategy to be able to provide optimal IT-services for lowest costs.

Processes & organization

Design of **IT processes** and **IT organization** following industry standards and best practices.

Development of **communication and change concepts** and support of implementation.

Know-how transfer to our customer's employees to achieve a sustainable stabilization of the changes.

Projects

Takeover of **operative roles in IT projects** (e.g. project manager, quality manager, risk manager, test manager) and support by **coaching**.

Requests for proposals creation. Execution of **project audits** and **IT supplier audits**.

Strategy

Vision
Mission
Outsourcing
Off shoring
In sourcing



You are faced with the task to **align your IT with the business strategy** to be able to provide optimal IT-services for lowest costs.

Together with you, we develop your **strategy concept** and support you with our experienced consultants in the following topics:

- Definition and implementation of your IT strategy
- Analyses of core competences within your IT organization
- Development of sourcing strategies
- Best-Practice-Transfer
- Technology assessments
- Strategy implementation audit and realization of improvement activities

A good IT strategy is characterized by (I) **supporting the business strategy** (II) its **practicability** and (III) its quality to **give guidance** for the management and the employees in operative decisions.

Processes & Organization

ITIL CMMI
COBIT SPICE
ISO20000
SixSigma
MPM



You realized the necessity of changes in your area of responsibility, either to become **faster, better in quality** or more **cost-efficient**.

To achieve this, we use **industry standards** and **best-practices** gainful for your company and support you by:

- Analyses of processes and organizational structures and **maturity assessments**,
- Process- and organizational consulting and support with the **implementation of changes** in your organization,
- **Change Management** and development of **communication concepts**.

Organizational projects are characterized by the special importance of the **change management** and a proper **communication**.

Together with you, we design appropriate communication concepts to enlist and **enthuse your employees for the changes**.

Projects

PRINCE2 PMI
ITPM SEP



You need **operative support** for a successful realization and to finish your projects?

We help your project managers by **coaching** or take over roles in areas like:

- Project manager
- Quality manager
- Risk manager
- Implementation manager
- Test manager

A professional **implementation management** in IT projects, guarantees a successful go-live of an application and enables a efficient application operation.

Regarding the **test management**, together with you, we develop testing strategies and approaches for an automated testing.

Furthermore, we support you with the creation of **requests for proposals** and perform **project and IT-supplier audits**.

Projects & Customers (excerpt)

- **ITIL consulting** and process implementation for an automotive supplier.
- Process design for the **IT supplier management** for an automotive manufacturer.
- **Quality management** in medium and larger-sized IT projects and IT programs.
- Ad interims takeover of the **CIO** position for an medium-sized manufacturing company.
- **IT strategy** development for a logistics provider, design and implementation of a new **organizational structure**.
- **Communication concept** design for the successful implementation of the IT service management processes for an automotive manufacturer.
- **IT governance structures** development for a communication provider.



Please contact us for further information regarding our project references.

Managing Partners

Andreas Pielen

Dipl.-Inf., MBA Kellogg/WHU

pielen@pielen.com

As founder of Pielen & Partner Management Consulting, Andreas Pielen has been managing the company for more than 5 years. Before, he had worked in different positions in the IT industry as manager and consultant. He has an MBA from the Otto Beisheim School of Management (WHU) and the Kellogg School of Management in Chicago. The main focus of his experience is IT-controlling and IT-management, value-based management, interims management for finance and marketing and project management.

Matthias Mueller

Dipl.-Inf. (FH)

mueller@pielen.com

Matthias Mueller has been managing partner since 2007. He studied Business Informatics at the university for applied sciences in Furtwangen. After his studies, he worked for a Swiss consulting company and acted among others as ad interims service manager for an international operating pharmaceutical concern. During projects in Mexico and South Africa, he was working as project manager and realized analyses of application landscapes. He gained additional experience in different consulting projects dealing with IT process management. A further focus in his career was the business development at an IT service provider to establish a service management department. As certified ITIL service manager the consulting focus of Mr. Mueller is particularly the IT service management and IT governance.



Matthias Mueller (left hand side), Andreas Pielen (right hand side)

Pielen & Partner Managementberatung

Knorrstr. 135
D-80937 München

Phone: +49 (0)89 35396555

E-mail: info@pielen.com

Web: www.pielen.com