🧭 Case Study: Building the Technology Strategy at The Big Life Group (BLG) Using Xirocco

Client Overview

Organisation: The Big Life Group (BLG)
Sector: Charity / Social Enterprise
Engagement: Integrated Business and IT Strategy
Platform: Xirocco

Context and Objectives

As BLG began shaping its 2025–2030 Business Strategy, the organisation recognised the need for a coherent, data-driven Technology Strategy to align its growing digital capabilities with business goals. With three rapidly expanding technology teams—in Infrastructure, Applications & Development, and Data & Business Intelligence—the challenge was to create a unified strategic vision that enabled scale, security, and innovation.

Using the Xirocco Platform, IQS led a structured diagnostic and strategy development process to:

- Assess current IT maturity and capability.
- Identify strategic gaps across infrastructure, data, cybersecurity, and applications.
- Design a future-ready Technology Target Operating Model (TOM).
- Develop a 2-year transformation roadmap toward the 2030 vision.

The Approach

Xirocco provided a comprehensive digital diagnostic environment that allowed BLG to assess IT capabilities through workshops, data-driven heatmaps, and maturity modelling across six domains:
IT Capability, Applications, Infrastructure, Data, Cybersecurity, and Suppliers.

Key stages included:

1. Current State Assessment: Identified low-to-moderate IT maturity (levels 1–2) and key structural gaps.
2. Stakeholder Engagement: Workshops with IT and business leaders ensured alignment and ownership.
3. Future State Design: Defined a unified IT operating model to consolidate teams, streamline governance, and enhance decision-making.

4. Technology Roadmap Creation: Built an actionable plan with phased initiatives for cloud migration, cybersecurity, data strategy, and IT service management.

Benefits Delivered

The collaboration with BLG using the Xirocco platform delivered significant organisational and strategic benefits, including:

- Unprecedented alignment between business and IT, creating a shared digital vision.
- Matured IT function repositioned as an agent of change for the digital age.
- Optimised IT investments with measurable outcomes and managed risks.
- Actionable insights enabling smarter, evidence-based decision-making.
- Scalable solutions that grow with BLG's evolving services and social impact.
- Accelerated ROI from a business-linked, agile technology strategy.
- AI-enabled Xirocco platform providing continuous and adaptive strategy management.
- Tailored, modular approach ensuring flexibility for both operational teams and leadership.
- C-suite visibility and control through transparent reporting and digital dashboards.

The Strategic Response

IQS worked with BLG leadership to develop a strategic vision for 2030:

"By 2030, BLG Technology will be recognised as a centre of excellence for technological innovation, creating a positive experience for staff and service users."

To achieve this, the 2-Year Roadmap focuses on:

- Completing the Azure migration and establishing a unified Service Desk.
- Developing a Data Governance and MDM framework.
- Advancing from IT Maturity Level 1–2 → Level 3 by 2027.
- Implementing a Cybersecurity Strategy and standing up a Virtual SOC.
- Building capacity for AI and Machine Learning capabilities.
- Creating an integrated Technology TOM that supports the business vision.

Outcomes

Through Xirocco, BLG achieved:

- A clear and visualised “As-Is” and “To-Be” IT landscape.
- A prioritised roadmap linking technology initiatives directly to business outcomes.
- Evidence-based investment cases for infrastructure, data, and service management.
- A stronger foundation for digital transformation and innovation across the Group.

IQS Comment

“Using the Xirocco platform enabled us to translate a complex IT landscape into a clear, data-backed roadmap. BLG now has a technology strategy that is practical, measurable, and aligned with its social mission.”
— *Kuldip Sandhu, Transformational CIO and Managing Director, IQS Ltd*.