INFRASTRUCTURE TRANSITION – GLOBAL 3PL & SUPPLY CHAIN PROGRAM & PROJECT MANAGEMENT CASE STUDY

Client Profile

Industry: Logistics: Global 3PL and Supply Chain

Annual Revenue: $750M

Countries: 23

Locations: 100+

Employees: 7,000+

Challenge

At the request of the company's parent owner, a large private equity firm, Informatik Group (IG) was asked to conduct an assessment over several recent major P1 IT system outages, causing major disruptions to the company's clients.

Assessment results concluded current SLAs were not being met, recovery processes were insufficient, and the disaster recovery plan was lacking.

Informatik Group's team then assisted Phoenix Advantage to lead a Data Center migration to a new hosting provider. This included all managed services, service desk, application, infrastructure, and network transformation for a Global 3PL Logistics Provider.

This migration was unique and challenging because the team had to coordinate the cutovers and downtime for their global clients. Management expectation included the application of a solid program and project management methodology to minimize disruption to the business yet assure a timely transition to the selected host provider.

Approach

All the planning and strategy in the world brings no value to a company if the execution falls flat. With years of effective project management experience, Informatik Group has become extremely knowledgeable in identifying how teams must collaborate to meet objectives and drive successful project completion.

IG's project management methodology facilitated active client participation and used appropriate management tools to assure proactive stakeholder alignment and forward progress. Our change management experts employed effective communication and timing to gain consensus and build momentum to achieve positive outcomes.

Solution

For this 3PL provider, Informatik Group's program and project management consulting services included analysis and recommendations for:

- Working as a client liaison to contractors/vendors

- Vendor coordination and installation/integration management
- Schedule and budget oversight
- Implementation planning and testing
- Transition planning
- Issues tracking and resolution
- Punch listing
- Change communication, readiness assessments and management

Project Success Factors

Informatik Group applied a rigorous project management approach and proven transition processes that were customized to the client's environment to ensure a timely, on-budget transition. We focused on the following:

- Establishing a strong governance and organizational structure that generates a high degree of transparency and effective communication.

- Ongoing communication that kept the client informed on the progress of the transition throughout the process.