

INFRASTRUCTURE TRANSITION – PETRO-CHEMICAL PROJECT MANAGEMENT CASE STUDY

Client Profile	<p>Industry: Petro-Chemical</p> <p>Annual Revenue: \$1.88 B</p> <p>Countries: 11: Germany, Luxembourg, USA, Brazil, Sweden, China, Poland, Italy, South Africa, Korea, and Japan</p> <p>Locations: 21</p> <p>Employees: 1,400+</p>
Challenge	<p>International petro-chemical manufacturing company carved out resulting from a \$2.5 billion purchase by a global investment firm. The new entity needed to be self-standing from an IT perspective. The new organization consisted of 26 locations in 13 countries on 5 continents. Resulting from the sale, the new business was paying more than \$2 million per month as part of a Transition Services Agreement (TSA) to the Seller.</p> <p>The investment firm needed to move away from the parent company’s TSA support quickly. The challenge was the new company did not have IT infrastructure or an application environment to support the new entity. The Informatik Group (IG) was contracted to quickly architect and implement a separation strategy with zero business disruption to data center operations. In concert with this challenge, a project management approach was needed to ensure this initiative would be successful.</p>
Approach	<p>The company turned to the IG who provided an expert project manager with extensive data center migration experience. Informatik Group’s project manager led a team of technical IT resources, working with additional external resources involved in the project.</p>
Solution	<p>IG’s project manager worked closely with the Company’s Chief Information Officer as the project sponsor of the initiative. A key attribute of IG’s project manager was the ability to work with all groups – from IT Desktop and Data Center technicians, to other consultative resources, to senior executives – possessing a genuine understanding of what each group was doing to accomplish the objectives of the project.</p> <p>This effort required masterful interface management between the client, the outgoing service provider and the new service providers. Tensions between the stakeholders were high and expectations management was a critical element to success. Applying Informatik Group’s project management techniques, their veteran consultants reset client requirements, milestones, resource projections, estimates, and delivery targets.</p>

**Project
Success
Factors**

- The new Data Center was delivered on a timely basis.
- All objectives were met and there was **zero business disruption** during the entire duration of the project.
- The Company now has a modern Data Center with managed application services and the capacity to grow for further consolidation of operations in the future.
- All 21 locations within the project were completed with **no service disruptions or outages** during the pilot, transition and go-live phases.
- The IG project management approach used to deliver this initiative has been recognized for its professionalism and now becomes the worldwide standard for large and small-scale projects across the client's organization.