

Case Study: Project Management as a Service

Deploy voice rollout to multinational delivery services company



THE SELECT GROUP
MANAGED SERVICES



TSG Offerings:

Dedicated TSG Project Management Office (PMO) including:
Program Manager, Project Managers, and Engineers



Technical Requirements:

- Site survey / Remediation / Site preparation for VoIP
- Networking Hardware Refresh
- Voice Circuit Swing
- Day 1 Support

Our client, a major IT company, was working with their customer (multinational delivery services) to migrate 1,800 locations to Voice over Internet Protocol (VoIP). Our client was having organizational and implementation issues managing the three-year project. Sites were often unprepared when the engineer teams arrived, and there was no set procedure to deal with the varying challenges each location presented.

Challenges

- Sub-optimal engineering preparation for each stage across locations.
- Field services partner failed to execute in accordance with the contract, leaving us behind schedule.
- Processes and procedures were too conceptual. The vague descriptions had to be clearly and explicitly outlined.

Solutions

- Selected team of talented leaders with previous group-training and experience. Promoted a program manager to maximize efficiency and quality over entire project.
- Created detailed step-by-step procedures for each stage, followed by all resources and vendors.
- Implemented sharing digital images of onsite work for remote verification and next-step preparation.
- Frequent checkpoint meetings for assessing and adapting procedures, as well as balancing workload across teams to prevent overtime costs.
- Day-1 Support: manager present for 8 hours on launch day at all 1,800 locations for support.

Results

- 1,800 locations successfully updated with a 98%+ success rate in executing scheduled events.
- Engagement manager provided coaching, keeping individuals fully functioning at highest capacity.
- Implemented consistent procedures across each event, resulting in superior results and minimizing customer escalations.