



Large Fleet Technology Migration Delivers Overwhelming Success



Wireless network operator migrates 50,000 fleet devices, enhances services



Project Management



Field Services



Communications

BACKSTORY

Facing a nearing deadline of a discontinuing network, our client needed to simultaneously serve its massive business pipeline. As a wireless network operator, they aimed to better service its customer base by migrating 50K+ fleet devices to a more advanced network in 18 months.

But without a migration plan, project schedule, or resource plan, our client's vision to better service its customer remained at risk.

SOLUTION

TSG provided expert-level solutions in project management, coordination, scheduling, and forecasting, as well as vendor and inventory management, and training and development. Responsible for all administrative personnel management, TSG kept fleet operations up and running while undergoing a major transformation.

TSG Managed Solutions

Solution Development

Through TSG's consultative approach, we created a resource plan tailored to our clients' specific needs, ushering in a seamless device migration.

Building & Scaling Teams

TSG strategically scaled a team of project coordinators to deliver on the migration, allowing our client to continue operations and quickly respond to customer needs.

Service Delivery

Partnering with key client stakeholders, TSG implemented standard operating procedures that established a baseline for measuring and ensuring progress. By instating tools and systems for productivity and tracking, we monitored the migration team's workload capacity, measured project milestones, and managed customer escalations.

Project Outcomes

With TSG as a partner, our client launched the successful migration of legacy fleet devices to a new network, enabling the adoption of the next-gen technology that's shaping the future of transportation.

TSG's project management approach led to less disruptions in business operations and customer service.

Our client designated TSG's tools for productivity & tracking as a best practice - extending its use to their own internal teams.

With this major migration behind them, our client is focused on the future & launching their next big ideas.