

Case Study


An Amazing ERP Implementation

THE CHALLENGE

An ERP implementation for a Mozambique operation with full integration to the client's global systems. The systems implementation was critical to a bigger transformation program that included changes in organizational structure and drastic changes to business processes.

This was the briefing...

A full business case justifying the expense had to be delivered with ROI clearly defined. Once signed off, the budget was not to be exceeded and quality not compromised. The project had to deal with the impact of the other transformational changes and had to align resources with the program.



Program Manager
Project Manager
PMO Support Team
>40 Project team members

People involved



THE INDUSTRY

Oil and Gas

INVESTMENT

\$
\$\$
\$\$\$ ←



WE USED
Project Management and Change Management



Sustainability side-effects

The project facilitated the automation of many business processes and eliminated waste. During the project travel was limited to the essential while it was executed using electronic meeting and conferencing facilities.

The client said...

"Have we really gone live? There is no chaos or screaming or pandemonium of any kind. I cannot believe it." - IT Manager

"The implementation was uncomfortably smooth!" - Transformation Program Manager

The roots of the challenge...

- It was the first full ERP implementation of the specific version of the system for the client and the vendor.
- Language barriers had to be dealt with.
- Project team members were located in Mozambique, South Africa, United Kingdom, India and Australia.

THE OUTCOME

- The system was delivered on time and within budget
- Although a support team was put on standby post go live and plans were in place for "triage" of incidents, there were no high priority tickets logged and a low volume of medium and low priority incidents
- End users were able to continue with their jobs almost seamlessly
- The success was truly astonishing!

What we did...

- We combined proven Project Management expertise with a heavy focus on Change Management.
- We ensured thorough stakeholder engagement and placed a high emphasis on project governance.
- Project Management ensured realistic integrated and end to end planning and rigorous execution.



Senior Project Owner
50+ users in Mozambique

People involved