

Case Study

Running a Tight Schedule

THE CHALLENGE

A PC roll out and software upgrade, plus the simultaneous training for 1500 users had to be achieved. In order to meet the aggressive deadlines, it was critical to maximise course occupancy as this was pivotal to the whole plan. Any training drop outs would result in a missed deadline.



THE INDUSTRY
FMCG



INVESTMENT
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WE USED
Project
Management



THE OUTCOME

- a) Course occupancy of 90%+ was attained. The only drop outs were due to illness.
- b) PC roll out and user training were implemented seamlessly.
- c) Consistently positive user feedback achieved
- d) Minimal rescheduling effort saved huge costs for the business.
- e) Roll out for 1500 users, 3 main sites was achieved ahead of time.

This was the briefing...

A detailed training / upgrade schedule needed to be put together.

Non-attendance of training had to be minimized.

Sustainability

The project itself had sustainability effects in that an upgraded operating system allowed for a more integrated paperless system.

The client said...

"Great outcome on this challenging project."

The roots of the challenge...

Synchronisation of the PC upgrades and user training was critical. Failure to attend training courses would prevent us from upgrading users' PC's, which would ruin the plan. This requirement would be a challenge due to the client's chaotic culture whereby deadlines and appointments were often not honoured.

What we did...

A senior project sponsor was appointed, through whom all communication would be channeled. A detailed roll-out schedule was put together in alignment with the business, and was managed meticulously. A directive was formulated, clearly stating that non-attendance of training would not be allowed.

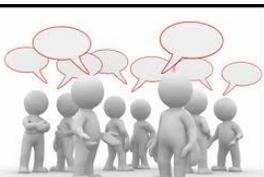
This was communicated to the business via the project sponsor.

Senior Project Manager

IT team

1500 PC Users

Senior Project Sponsor



People involved



People involved