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System Implementation Case Study

PM-Partners group Delivery and Advisory Services

CHALLENGE:

Our client needed to deliver a Safety Data Management System across 5 globally dispersed sites. Bespoke designed Single Sign-on capability. 6000+ users. 24/7 up-time

RESULT:

Project successfully delivered across all sites with all mandatory capability including added functionality exceeding scoped deliverables. System now forms back-bone to all safety-related activity in sustaining client compliance and operations.

THE PROJECT

Our client needed to deliver a Safety Data Management System across 5 globally dispersed sites.

- » Bespoke designed Single Sign-on capability.
- » 6000+ users.
- » 24/7 up-time.
- » Multi-language capability.
- » Business Intelligence driven Smart Reporting capability.
- » Previously completely paper-based and each site having unique processes/ procedures/ systems/ tools – *centralised*.

THE CHALLENGE

- » Project failed over previous year to deliver a viable product.
- » Client limited in budget and resources
- » System functionality includes
 - Occurrence Management; Investigation Management; Audit & Auditable Entities Management; Smart Reporting (including mobile device capability); OHS; Change Management; Risk Management; Compliance Management
- » System used across devices and platforms and available 24/7 globally through web-portal to 6,000+ users
 - True *de-centralised* Safety Management

THE SOLUTION

- » Utilising Service Volume Credit loyalty program, BA and Test Lead trained in Business Analysis and Project Management
- » Project Team led Working Groups involved in design elements ensuring key stakeholder and end-user buy-in
- » Across complete Project life-cycle, 22 Steering Committee meetings led by PM with Weekly Status Reporting each Friday ensuring progress through communication

THE RESULT

- » From Initiation to first pilot (completely paperless) – 8 months
- » Single Sign-on capability designed and deployed by Project Team collaboratively with 3rd party vendor – first of kind in business
- » Project Transitioned to BAU (including ongoing system functionality design) through robust and detailed 'premature closure' process thus yielding cost-savings to client
- » BI Smart Reporting now used by Executive Team up to CEO-level in making better, more informed and proactive safety decisions
- » System is the Single Source of Truth across the Group, across 5 countries

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