

IT OUTSOURCING TRANSITION

CASE STUDY

The Earthquake Commission “EQC” entered into a contract with a large outsourcing partner to supply them with outsourced TechService (Service Desk), Aggregated Service Management, and TechHub (onsite walk-up tech service) capabilities.

The implementation of these capabilities started immediately and following contract signing, was to be completed in parallel with a period of large-scale organisational change for EQC.

Interim services were put in place to support EQC’s day one operations whilst the outsourcing partner’s service desk and field engineers were engaged in transition activities, building up environmental knowledge and documentation. The new services were progressively cutover throughout the Transition, and the new TechService and TechHub went live at the end of a 2-month sprint.

BUSINESS OBJECTIVES

- Provide a primary point of contact representing EQC as the Lead for the Transition.
- Support the Sponsor to engage with key customers and stakeholders with communications collateral.
- Capture intellectual property of the staff exiting EQC during large-scale organisational change.
- Determine the key deliverables and resource requirements associated with the Transition.
- Provide quality assurance of the outsource provider’s transition approach.
- Manage issues, risks and the acceptance of deliverables.

OUR CLIENT



The Earthquake Commission is a New Zealand Crown entity investing in natural disaster research, education and providing insurance to residential property owners. They deliver the three core functions that are essential for New Zealand to effectively manage natural disaster risk; Providing natural disaster insurance for residential property, administering the Natural Disaster Fund, including its investments and reinsurance, and funding research and education on natural disasters and ways of reducing their impact.

“CoDigital’s attention to detail, strategic and holistic approach was second to none. Their contribution has been a real asset to enabling the strategic future here at EQC and I thank them for their support and thought leadership.”

Sharon Masters, Head of System Operations and Services, EQC

OUR APPROACH

EQC learnt from a previous project that they needed a “safe pair of hands” to successfully transition, particularly during a period of large-scale organisational change; so we brought in a team with specialist Service Management capabilities on a fixed price basis to support the transition.

CoDigital used Agile Practices, such as a Kanban board, to work collaboratively, create visibility, track progress and gain buy-in. We supported EQC staff to engage with key stakeholders and ensured needs were met by providing communications content and project artefacts.

We reduced risk and delivery times, by actively encouraging the outsource partner to utilise the intellectual property developed in their organisation to manage the Transition.

We also drew on our experience to cut through the “tech speak” to create clarity and focus on actions and deliverables. Our analysis and management of risks helped to achieve successful completion of the Transition on schedule.



PARTNER

OUTCOMES

- Led the EQC Transition Project to achieve successful implementation of the new service capabilities during large-scale organisational change.
- Coordinated a Speed Dating session with key EQC Executives and current IT Service Providers to communicate the impact of the Transition.
- Developed and executed a communications plan with key messaging including explainer and how to videos and posters.
- Completed quality reviews of the outsource partner’s transition plan and schedule and provided advice to the project to ensure successful implementation.
- Established and managed the governance for the project.



TEAM



SUCCESS

