



e&e Solutions Case Study

Engagement Overview

e&e were engaged by an oil and gas client for a core fleet data management replacement program (IVMS) that is replacing and optimising the company's legacy systems with a modern, robust and scalable data collection and reporting on fleet management, fleet user data, including training requirements and location detection technology. This investment in technology is central to the company's growth, safety and cost saving agenda, and will enable the business to manage fleet requirements, manage the drivers and cover safety requirements.

This engagement involved the development, project management and execution of a Business Support. The implementation commenced with an identification of the data, reporting and business intelligence requirements, information technology, architecture, and then build and implementation on fleet management. Combining fleet management, business reporting, education management, information management, change management and training and business intelligence in the one project.

Scope of work

As part of the project, a wide range of internal business, information management, and infrastructure stakeholders and external vendors were engaged in order to identify key implementation milestones and related business activities. The implementation phase ensured that all users and support teams were appropriately trained in the system, and in the business intelligence applications in a timely and effective manner. Business procedures, including those that were required to support end users were also delivered via this model. Both User Acceptance Testing and Dress Rehearsals were planned and completed to meet all of the defined and agreed exit criteria.

As part of the implementation governance and go-live sign-off process, a total of 30 business stakeholders, on-shore and offshore information technology teams, and application specialists were engaged in order to agree to defined UAT exit criteria, delivery risks (including plans to mitigate/resolve) and any outstanding defects. This included a full list of workarounds and plans to resolve delivered defects post go-live.

A go-live 'Command Centre' was designed and established to support and either resolve or workaround issues that arose both pre, during and post go-live. A daily stand-up was facilitated, which included core support teams and any parties that were needed to resolve any current or outstanding issues, defects or queries.

Outcome

The implementation and go-live of the solution was very well planned, rehearsed and executed, on-time with minimal disruption to the client. All workarounds and associated procedure changes were delivered with a quick turnaround in order to overcome any shortfalls or defects. All delivered risks were clearly identified, articulated and mitigated to the satisfaction of the business and industry regulators.

This solution enabled the client to decrease budget spend and meet driver safety targets before expected timeframes.