

Project Leadership & Delivery Support

Wired delivers IP network for global consulting firm

What was the scope?

In early 2005, a top tier global consulting firm approved a strategic decision to replace their existing Frame and ATM based Asian network with an IP based network. Wired was successful in winning the business to project manage the rollout to six sites throughout Asia.

Consulting firms are exciting customers to work with as they are constantly exploring and adopting new technologies. And this project to implement an IP network proved to be no exception.

The ATM network was not to be dissolved completely – a second element of the project was to manage the migration of their large ATM network in Asia from Hong Kong to Manila.

The scope of this project was threefold:

- To manage the delivery of IP services to six locations throughout Asia;
- To manage the migration of the ATM network from a Hong Kong centric spoke network to Manila centric
- To decommission the existing Frame and ATM services from eight Asian locations.

What was the challenge?

Multiple Project Dependencies. The new network was to be supplied by multiple vendors plus multiple local tail providers. Wired had to carefully juggle delivery dates to minimise third party outpayments on local loops yet ensure the network was ready for the client on time and in perfect working order. In addition, there was another challenge to ensure these services were ceased on the correct day, again to avoid unnecessary outpayments.

No clear provisioning path. At the time, the IP product was a greenfield product and as such, there was no provisioning processes or documentation available. The Project Manager planned and documented the most effective implementation procedure for the client. This was used to develop work instructions and training material for the product.

Aggressive customer completion date. The client's requested completion date presented a very aggressive rollout schedule for Wired. The project manager controlled the input from numerous workgroups and multiple third parties to ensure the schedule was met. This included planning the logistics to ensure equipment arrived in time for installation and testing in each country.

How did Wired add value to the client?

Minimal Client Resource Required. The project management methodology that Wired use gave the customer visibility of project progress every step of the way. They needed to employ only a small team to work on the project as they had confidence in the project manager's performance.

Single point of contact. Orchestrating the input from the customer, internal work groups, and contractors – in multiple regions and geographies - is no easy task. The project manager was a valuable single contact point for all project-related issues and ensured all activities happened on time.

Seamless transition between staff changes. One month into the project the scope grew to a point where an additional project manager was required. Adherence to a consistent project management system allowed a seamless transition to a new project manager with no impact to the project.