

# IFS360 Scheduling solution for GSH Group

## CASE STUDY



### CLIENT ISSUES

GSH Group wanted to introduce a new workforce management system that would include changes to working practice within the work scheduling and dispatch teams and also the mobile workforce. Our client was looking to drive efficiencies to ensure that the existing workforce was capable of delivering better levels of service to existing customers whilst supporting the company's planned growth.

Following a software selection process IFS360 Scheduling was chosen as the core work scheduling solution. This was to be integrated to the existing Maximo work management system.

In the past our client had relied upon internal resources to manage this type of project but in this instance they were keen to work with a specialist, to benefit from their deep experience and proven approach and for that partner to own the project management process. Given that these new systems and processes were fundamental, GSH Group needed to find a project management partner with a demonstrable track record of successfully delivering workforce management projects – DNASTREAM was selected as their preferred partner.

The project was successfully delivered within the client's stated time window, allowing deployment to the business users prior to the new financial year. Feedback from both the client and partners indicated that having DNASTREAM as a specialist project management partner was one of the key factors in ensuring the successful delivery of the project.

### DEFINING THE PROJECT

<b>Client:</b>	<b>GSH Group plc</b>
<b>Business Division:</b>	<b>Information Systems</b>
<b>Location:</b>	<b>Stoke-on-Trent, UK</b>
<b>Industry:</b>	<b>Facilities Management</b>
<b>Revenue:</b>	<b>£200m (as 31/12/2012)</b>
<b>Employees:</b>	<b>2000</b>
<b>Project value:</b>	<b>£100,000</b>

#### Project summary:

Our client was introducing a new workforce management system that included a range of changes to working practices, with IFS360 Scheduling as the chosen core solution. GSH were keen to have a specialist partner to own the project management and benefit from their deep experience and proven approach.



## WHAT WE DID

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DNASTREAM had overall responsibility to the client for managing all aspects of the project:

- Definition of the project management methodology and governance model to align the approaches of the software vendor and integration partner and the internal GSH approach based on PRINCE2
- Integrated project planning across all work streams including resource planning for both external and internal project team members
- Creation of all key project management products including advice and guidance on good practice
- Attendance at Project Board meetings (chaired on behalf of the project sponsor and project director when required)
- Preparation of Steering Committee updates and general support to the client sponsor and project director
- Advice and guidance to the client's senior stakeholders regarding good project management practice and learnings from other workforce management projects
- Chairing of the weekly project reviews

- Close liaison with the software vendor and integration partner to ensure delivery of required activities and products on time and within budget
- Close liaison with GSH's internal project team and supporting functions to ensure delivery of required activities and products on time
- Management of the project risk register and issues log together and flagging high priority risks to be managed at board level
- Management of the project schedule and resource plan
- Project financial management and reporting
- Support of the client during testing and coordination of resources across the testing work streams, in particular during UAT
- Close liaison with the client's business lead for the development of the deployment plans
- Support of the client during cutover planning and execution of cutover activities
- Support of the client during handover to the GSH and partner support organisations
- Post-implementation review

## TESTIMONIALS

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**“The project was well managed and much better than we’ve experienced previously.”**

Maxwell Segal, Director of Technology and Innovation, GSH Group

**“Paul [DNASTREAM project manager] took real responsibility for delivery rather than just acting as a project administrator. The frequent steering committee meetings helped us to maintain control over any issues arising in a timely manner.”**

Pat Noble, IFS360 Project Director, GSH Group

**“The project input from DNASTREAM was very good.”**

David Butler, NRM Support Manager, GSH Group

**“The work by the project managers was very good. Communication and documentation was good, as was the personal input from the DNASTREAM team.”**

David Butler, NRM Support Manager, GSH Group