

## CASE STUDY



*Elevate, Innovate, Integrate*

### What we do:

Elevate Your Future Potential.

Innovate, the spark that ignites change.

Integrate for a seamless tomorrow.

### Our Solutions:

- Enterprise IT
- IT for SME
- Green IT
- IT for M&A

### Contact us

For more information on any of our products or services, please visit us on the Web at: [www.ienlimited.com](http://www.ienlimited.com)

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## MERGERS & ACQUISITIONS

*Mitigate risk, transition change, transform value*

Innovative design through to successful implementation and handover to national retailer following demerger.



### THE PROBLEM

A high cost, low value supplier imposed by the parent company needed to be made redundant, through a new future-proofed infrastructure design incorporating higher security and flexibility.

The separation of two nationwide distributed retail businesses, presented large scale logistics and communication issues as well as technical and engineering challenges, which IEN needed to overcome in a time critical period

### OUR SOLUTION

With the complexity of contractual restraints placed on the third party operational team, IEN led the programme and provided governance throughout. From installing the pilot sites as training for the 3<sup>rd</sup> party, to detailed processes and procedures that followed.

With tight time lines for the Transition Services Agreement (TSA), our project management team controlled the site installations and our engineers worked closely with all 3<sup>rd</sup> parties for each staging, installation and testing to ensure deadlines were met. Intertwined with IEN's new IT infrastructure, a robotic process was developed, to configure all the telephony, driving both time and cost efficiencies. The final implementation stage was the cutting from the old supplier and their costs, while ensuring all IT support services were continuously maintained.

### THEIR OUTCOME

With the change from the outsourced operation teams to a combination of internal teams with external support, IEN ensured the handover of the project was managed and staged to ensure that they were able to understand the whole process.

At every point documents were clearly written to avoid any information being misconstrued with training on the network and continued support post-handover day. Near the end of the project an upgrade was required of some existing devices, which we jointly planned to aid the transition to self sufficiency.