

I.T. System Upgrade and Rollout

Billing System Design, Development, and Rollout into an Operating Environment

The enterprise I.T. environment is complex: ongoing development and rollout of software, hardware, and training across sites, teams, and with various vendors. These rollouts are often planned in waves of related versions. The challenge is to plan feasible, staged releases, bring the teams together around the rollout roadmap, validate their planned activity, and put in place a system for ongoing coordination of progress. Traditional approaches to planning fail to deliver early awareness and team commitment, so critical to these initiatives.

"I understood the big picture in a way that I never had before" QA Team Lead

Problem

Our client provides nationwide telecommunication services to many parts of North America. Their IT system is constantly changing due to market demands and additions and deletions to the service offerings. The need to respond to these changes and the impacts on the billing process in a timely fashion, while still supporting ongoing operations, places a severe strain on the support and development organization. They needed to improve their effectiveness in timely rollout of software upgrades.

"When we needed to absorb the pain of unexpected problems, the re-planning was quick and painless." Project Manager

Solution

GPD's solution provides management with a clear view of the system releases. The view provides a way to see the most important aspects of the release. The GPD-facilitated design lets the project team propose strategy changes and forecast the impact on the system and organization. All of this can take place early in the planning cycle where it has the least drain on the key team members, and while the project is in progress, when issues arise.

Results

The client and their support vendors had a way to see the important factors affecting the program's success. The client could then direct proactive corrections to the development with the staff and internal customers. This resulted in a more robust product for customer billing support and one that provided a way to maximize the return to the client and minimize the impact on the ultimate customers.