

CASE STUDY

Navigating Challenges in High Priority Project Deployment: Equipment Transfer and Knowledge Gaps



Business Problem

A Telco had found itself grappling with a significant business problem - delays of its high-priority Zero-Touch project due to the transfer of a crucial piece of replacement network equipment from one lab to another. The intricate nature of this equipment, which serves as a major component of the zero-touch project, demands specialised knowledge and expertise for its seamless integration. Compounding the issue was the lack of training among the staff in the receiving lab, both in terms of operating the equipment and understanding the underlying concepts integral to its functionality. This knowledge gap not only hindered the timely and efficient deployment of the Zero-Touch project but also posed a risk of operational disruptions and potential misconfigurations.

While management was reiterating the importance of completing the project on time, the engineers were unable to implement the new equipment while also backing up and restoring the configuration of the equipment being replaced.

Recognising the urgency of the situation, Phase Pacific allocated an experienced Professional Services member to a strategic intervention that was imperative to navigate through these challenges.

Solution Provided

Once an initial discovery meeting was completed with the engineer, Phase Pacific developed a progressive step-by-step solution to not only complete all the tasks required such as backup, restore, implementation, and configuration confirmation but also to arrive on-site at the customer facility to guide the engineer through every stage to upskill them to a point where these tasks and others could be completed confidently without assistance.

The essence of these coordinated efforts was to progress the implementation of the equipment to enable the project to be completed on time and to ensure that any future requirements could be dealt with responsively. This approach aimed to address the underlying issues that had hindered the progress, transforming the project back to being on time and self-sufficient.

Business Outcome

The application of the recommended solution produced favorable results that had a ripple effect across the entire organisation. The implementation of the new network equipment, once entangled in a perceived set of deployment challenges, was successfully deployed and integrated into the network infrastructure. The project, which had been marred by struggle and dissatisfaction, not only provided the result the project was expecting but also provided unexpected results by uncovering other configuration problems in the client's network infrastructure for which the source was not easily identified without the new equipment. With the coordinated approach in place, progress seamlessly transitioned to the next phase of product adoption. The discussion moved to require specific business case information to justify further expansion and provide information on scaling and global use cases.

Business Benefits

The transformative impact of the progressive solution was reflected in the tangible business benefits reaped by the organisation. First and foremost the timely completion of the Zero-Touch project provided the company with the ability to save time and costs through quick and agile network service deployment remotely.

The immediate proven ability of the network equipment to provide essential troubleshooting capability of the network infrastructure saved time and money by way of quickly identifying the cause and allowing for responsive resolution. This allowed for a high rate of lab projects to be implemented and completed on time and thus allowed for quick deployment to production providing a competitive advantage.

In conclusion, the strategic intervention of implementing a robust progressive step-by-step solution not only resolved immediate deployment challenges but also positioned the organisation for sustained success. By addressing the business-centric aspects of planning and commitment, the organisation salvaged a critical project that would continue to yield dividends across its operations. This case study stands as a testament to the transformative power of strategic coordination in overcoming business challenges and driving positive outcomes in a large complex enterprise.

About Us

We streamline network labs, software development environments, and IT Operations with advanced automation and orchestration. Additionally, we bolster application security with cutting-edge solutions that focus on efficiency and protection.

Contact Us

Phase Pacific
114 Bakehouse Rd.
Kensington, VIC, 3031
enquiries@phasepacific.com
Ph: +61 3 9381 7818

For more information, go to www.phasepacific.com

[Download our Cybersecurity and Application Test Services brochure here](#)