CASE STUDY

CORNWALL COUNCIL

TRANSITIONING CORNWALL COUNTY COUNCIL FROM INCUMBENT SERVICE PROVIDER TO PRO-CLOUD

Overview

Cornwall county council's previous asset management system had come to end of contract life, they felt that the current platform provider did not offer the granularity, functionality and reliability Cornwall now requires to track and manage assets. Following an OJEU tender process CSS and their Pro-Cloud solution were awarded as the preferred supplier.

Why Pro-Cloud?

Pro-Cloud is utilised to track assets across Cornwall's Community Equipment Service managed warehouses. The service needed to understand what asset is available at any one time and via an API link would pass real time asset data to the requisitioning platform. Pro-Cloud would also track assets issued out to users to facilitate a return when the "use period" had expired.

Cornwall utilised Android scanning devices to transfer assets around warehouses and Issue and collect to and from end users of the service. Business Intelligence was used through integrated Microsoft BI to analyse asset movements, asset losses, average loan periods, length of time from order to dispatch along with dispatch costings and general financials.

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The transition process by the Pro-Cloud delivery team using the Pro-Cloud Bridge

Weeks 1 to 3

The first and most important element of our transition solution is solution discovery and risk analysis. Our pre prepared discovery documentation and Pro-Cloud bridge intranet ensures the team fully understand and document project recurements. Our nine-point key risks examine the customer project and navigates the team to any potential risks which CSS believe may expose the project to failure. These tools along with a solid realistic project and resource plan ensures the ground work and milestones are set in place at the outset, Working with the customer in an honest partnership always yields the best results, transparency is paramount, if the CSS team or Pro-Cloud cannot meet objectives or expectation or think there is an issue, we believe in informing the customer at the outset.

Key tools utilised in this transition are:

1. A project and resource plan shared and developed with the Pro-Cloud Implementation Director and the customers project manager. The CSS and the customers project team are introduced and fully briefed.

2. A risk analysis checklist worked through and shared with Cornwall's project team, dealing in the project plan with any risk mitigation required

3. A thorough top down/bottom up project discovery, examining Cornwall's legacy systems and service requirements worked through in the arena of operation with key Cornwall warehouse personnel.

4. A technical and solution specific demonstration is given to the Cornwall project team to examine and initially test all solution requirements and flush out any project misunderstanding within the project teams.

5. A written solution definition by our team was delivered and agreed with the Cornwall project team detailing all elements and outcomes of the project with a technical appendix for any specialist networking, hardware, API's or security work.

6. Cornwall was introduced and granted access to the CSS helpdesk system to manage and audit the implementation process.

7. The phase concluded with a phase digital "Doc-u-sign' document which was sent to Cornwall for signatory and next stage readiness when the project tears were ready to progress to the next phase.

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Moving to a Staging and UAT environment (Pro-Cloud Bridge)

Week 3-8

Following the discovery stage a complete Pro-Cloud environment was provisioned to allow examination and testing of the overarching solution and to allow a thorough and detailed user acceptance test.

The power of the staging site allowed Cornwall not only to ascertain compliance to requirements but appreciate additional features Pro-Cloud offered out of the box not stated in the tender. A thorough and extensive UAT process assisted Cornwall in discovering shortcomings such as, networking whereby the branches needed a minor upgrade (strength booster) to their Wi-Fi in order to use the scanners in the deep bays' of the warehouse.

Throughout all project UAT and inclusive of Cornwall, the team were able to test API's into their ordering and tracking platforms and deal with any custom additions to the enabled API library.

Hardware was thoroughly trialed and tested by Cornwall to establish which would be the best and most cost efficient device across the service.

Pro-Cloud in its support of legacy asset barcodes enabled Cornwall to import in bulk existing barcodes and continue to scan and despatch assets.

During the testing process, full UAT test documents were produced, shared and utilised with both Cornwall and CSS.

Post UAT testing phase, a "Doc-u-sign" cocument was issued enabling progression to the next phase, ensuring CSS meet ISO 9001 standards of implementation.

Training, communication and live site provisioning

Week 8-10

Following acceptance testing the Pro-Cloud training team engaged with Cornwall to discuss roll based training. In the case of Cornwall with split locations it was determined that the Pro-Cloud training team were to deliver role based training progammes, focussed on branch services in order to ensure that the services provided out of the branch was covered within the solution offering.

Week 8-10 cont.

The training consisted of all the roles required to make the solution operationally effective for the organisation. Once agreed, detailed training including Q&A was delivered by the Pro-Cloud training team, Cornwall's project team subsequently delivered all further training geographically across the country. The training was accepted quickly by depot staff as it was explained and delivered by internal users, this also heavily reduced consultancy and training costs for Cornwall.

Communication to users of the ordering interface was delivered through email and online communications along with any 'How to Information'. Cornwall's IT helpdesk was thoroughly trained in Pro-Cloud and Cornwall interfaces using Pro-Cloud API's and introduced to the CSS helpdesk solution and the helpdesk manager during this phase.

The CSS helpdesk was fully briefed and trained in Cornwall's platform and requirements by the implementation team.

Whilst training was in progress the CSS project team along with Cornwall's IT team were provisioning and fully testing the live environment, all legacy data and metadata was imported into Pro-Cloud (unaudited), user accounts configured, customer branding, DNS initiated and all asset locations clearly planned and labelled. Management information Dashboards were provisioned and tested to Cornwall's satisfaction.

A go-live date was agreed by the Project Team.

Go-Live Week

Week 10-12

The go-live switch consisted of users moving from legacy system to accepting all asset tasks through Pro-Cloud. Main glitches were that Cornwall had not identified all assets so more legacy assets were quickly imported by our BDA team. Floor walkers from the project team and CSS worked in different geographical locations to ensure any user based Pro-Cloud issues were quickly dealt with.

Perpetual asset audits commenced by Cornwall's warehouse teams to ensure accuracy of warehouse assets, this process due to the vast number of assets and resources continued for two months after initial go-live.

Week 14

The CSS Professional Services Director met with the Cornwall project team to formally hand Pro-Cloud to the customer, a review of the project was undertaken along with analysis of any future efficiencies that Cornwall may utilise through Pro-Cloud along with undertaking customer feedback of any improvements that could be made to improve usability and efficiency.