



Process Integration

[case study]

Project Mission and Background

\$5B publishing company wanted to implement an outsourced-model for publishing software applications and processes. As part of the 8-year term contract, our client needed to establish a method of implementation and define how the parties communicated and managed the relationship:

- How will software be designed and implemented?
- What processes, people and technologies are affected?
- When will implementation be completed?
- How will changes be introduced?
- What controls are needed to ensure measurable success?

Challenges

Client executive management had difficulty agreeing upon how this project should proceed. They had concerns regarding their lack of experience in managing outsourcing ventures and relationships, interruptions to their current operations, ongoing management of the relationship with the vendor and how to quantify the impact on business results.

Approach

Lewis & Fowler provided expertise focused on successful large project management, procedure development between competing organizations and vendor management techniques. We rapidly led the development of critical policies and procedures, and obtained agreement between the client and vendor. Using workshops, leveraging our project management skillset, industry best practices and prioritizing key work efforts, we guided the client and vendor through a successful 6-month deployment schedule.

Return on Investment

Because of our efforts, the client reduced deployment time, leading to faster realization of benefits provided by the outsourced agreement. Proper policies, procedures and service levels provide ongoing guidance to the client-vendor relationship, with improved communications, clearly defined metrics and reduced research and analysis costs.

About Us

Lewis & Fowler is a professional consulting firm focused on delivering business impacting results to corporations throughout the United States.

+ Multimedia company and business directory publisher.

+ Assess and facilitate Third Party Vendor agreements on process and procedures.

+ Successful integration and implementation between Client and Third Party Vendor.

