

Collaborative Communication Solved This Co-Managed IT Relocation Project

The North American sales and distribution office of a European sports equipment manufacturer, located in the Midwest, had been outsourcing some of its IT needs to a local TeamLogic IT office for several years.

The bulk of the company's IT troubleshooting was handled by its general manager, with direction coming from the European-based corporate IT department.

Although he was tech-savvy, the general manager was challenged when he learned that aggressive expansion plans called for moving their marketing and sales department to a new headquarter location in New England. Recognizing the complexity of networking and syncing distant field offices, he asked us for advice on how he could make the transition as smooth and seamless as possible.

The owner of the local TeamLogic IT office immediately put the general manager at ease by telling him how we could partner with a TeamLogic IT franchise near the new location to coordinate a smooth transition. Since TeamLogic IT was familiar with the systems and infrastructure of their Midwestern office, it would be easy to work closely with our east coast location to replicate their work environment.

After contacting the TeamLogic IT east coast office we put together a strategy that had to take into account a tight timeline, multiple locations and multiple vendors, not to mention time zone and language considerations working with the client's European office. Constant communication was the key to getting the project done.

Our team in the Midwest ordered the hardware for both locations, which was then shipped to, received and installed by our respective Midwest and east coast teams. The client's European IT team then visited each office to configure the hardware to their specifications. Throughout the process, both TeamLogic IT locations were committed to following the lead of the company's European IT team, who didn't need "technical" heroes as much as they needed "technical facilitation" heroes to help co-manage their IT relocation. We recognized that and delivered on it.

TeamLogic IT leveraged its nationwide network to enable a smooth transition on this co-managed IT project that had the potential to place tremendous stress on the project managers, their time and their budgets. By carefully strategizing a coordinated effort, ensuring consistency of infrastructure and keeping the lines of communication open at all times, we were able to maximize efficiency, keep costs in line and complete the project ahead of schedule. At completion, the general manager thanked us for the "flawless coordination," and for "knocking it out of the park" for his company.

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