



CASE STUDY

VENDOR GOVERNANCE & ASSURANCE

Delivery Assurance

Adept is a professional services company that specialises in accelerating the successful delivery of ICT/Software initiatives.

THE CLIENT



A. Noble & Son Ltd
www.nobles.com.au

Head Office

Kilburn, SA

Industry

Transport and Rigging

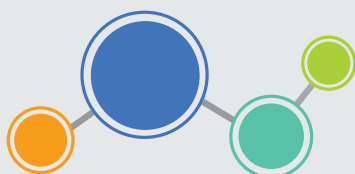
Company Size

200 - 500 employees

Length of Assignment

6 months, part-time

Nobles is Australia's leading specialist provider of lifting & rigging equipment, technical services & engineering design. They have 12 locations across Australia and service industries including mining, oil & gas, cranes & construction, shipping & transport, manufacturing, agriculture and defence.



THE CHALLENGE

Nobles are Australia's leading specialist provider of lifting and rigging equipment, technical services and engineering design. Their engagement with geographically remote industries including mining, agriculture, shipping and transport means that managing data in the field is essential to maintaining an effective workforce. To remain competitive, Nobles required a remotely accessible system with the ability to plan, manage and report on field service jobs, schedules, assets, quotes and invoices.

Nobles were not getting the features, performance or integration they needed from their existing field service systems, which directly impacted on their ability to do business.

THE ACTION

Adept was engaged to carry out a situation review and define the requirements of a new business software package. After delivering a report defining Nobles' needs, Adept conducted a request for quote (RFQ) process, providing guidance in the selection of a vendor that met Nobles' requirements and assisting in their engagement with the vendors.

After a vendor was selected, Adept provided governance over the transition and migration of the new system. This involved developing a Supplier Engagement Model and Procurement Plan and providing objective and independent advice to the project manager. Adept ensured that project issues were identified and addressed, made sure user requirements were met, monitored changes and reported on potential risks and requirement creep.

THE OUTCOME

Adept oversaw a smooth, successful transition to the new field service system, saving time and effort for internal managers and providing a template for future transitions. Nobles' field service agents are now able to do their job in the field with unprecedented efficiency and accuracy, providing widespread benefits across the whole organisation.

"As a non-executive Director of A. Noble & Son, I recommended Adept Technology, and particularly their Program Assurance services. While overseeing our IT team and vendors on key delivery projects we have found Adept to be responsive, transparent and reliable. They have provided the board with clear and reliable evidence that our program to renew core IT systems is progressing well and being managed effectively, and within the constraints of a well-defined budget."

Joe Thorp
Non-Executive Director, A. Noble & Son Ltd.

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