



CASE STUDY

Client: Detroit Transportation Corporation

Topic: Iconic Detroit Company Makes Historic Move

Challenge

As part of the city's political and financial climate change, Detroit Transportation Corporation, owner and operator of the Detroit People Mover, relocated to a larger facility in order to meet the growing demands of the business. The challenge was to conduct the move to a bigger facility in a significantly compressed time frame. The iMiH Group was contracted by DTC to assist with this initiative and meet the six week deadline. A transition of this size and complexity typical requires six months to implement. The iMiH Group developed a complete transition plan required to successfully migrate all technology to the new facility. Furthermore, the scope of the initiative was to consider possible product and/or service upgrades with the understanding any modifications would not impact the deadline. The iMiH Group was also responsible for managing and coordinating all external vendors. The entire project required developing rigorous plans with associated contingencies to ensure a smooth deliverable in order to meet the mandated no more than 24 hour off-line requirement.

Solution

Utilizing our 30+ years of experience we developed a strategy and timeline to minimize the disruption in DTC's business processes. We defined clear and concise business requirements, identified what technology was to be transitioned to the new facility, what technology could be replaced or upgraded, and what technology could be eliminated with little risk to the project deadline. Our strategy also included an analysis of the new facility's existing electrical and wiring schema to determine if it would meet DTC's requirements. The overall objective was to complete the initiative on-time, minimize any project risks, develop mitigating solutions, define new technology solutions that were cost effective, sustainable and met the project budget and deadline.

By partnering with DTC we developed a go-forward road map that was reviewed with all parties to ensure the goals and objectives were met and that all parties approved and were committed. Roles, responsibilities and expectations applicable to DTC, iMiH and external vendors were clearly outlined as well. Furthermore, strong emphasis was placed on well defined and



effective communication protocols between all groups. For example, pre-scheduled project review meetings were held with external vendors and start-of-day high level touch points were organized between iMiH and DTC.

Throughout the project duration, iMiH monitored progress against the go-forward road map and executed contingencies when required in order to remain on schedule. Also, continual updates to DTC management frequently occurred to ensure any and all issues were reviewed, addressed and closed.

Results

The overall move took five weeks. The information technology component was completed in less than three weeks with every service and related device ready to use. The actual interruption in business operations relative to computer support and data processing was one day. Our diligent coordination of equipment staging, trusted services vendors, and utilization of key staff, despite several obstacles and numerous areas to coordinate, ensured that the DTC move was a great success.

iMiH Group provides comprehensive turnkey solutions as well as individual, one-time services. Contact us today to discuss how we can assist you.