

Case Study – A leading National Humanitarian Organisation (NFP)

Transformation Program

In 2012 Sentric were approached by the national humanitarian organisation to manage the implementation of a major transformation program, their major business transformation initiative. The Program is a 4-5 year program to transform the organisation to meet the growing needs of the organisation in providing its humanitarian and emergency services.

The program had been launched in 2009 and for two years had struggled to get past the initiation phase. Sentric accepted the responsibility of managing the full portfolio of Business and ICT programs.

Sentric had previously demonstrated their skill sets to the Board in program recovery and alignment of business and ICT outcomes; through their work in delivering a major program recovery with the sister company.

As with programs of this size there are a number of challenges. Key to the success of the program is the business transformation and the ability to form a cohesive team made up of Sentric staff, Vendors and the organisations staff with appropriate skills, capabilities and knowledge.

The program is refreshing both the business capabilities and enabling technologies and encompasses:

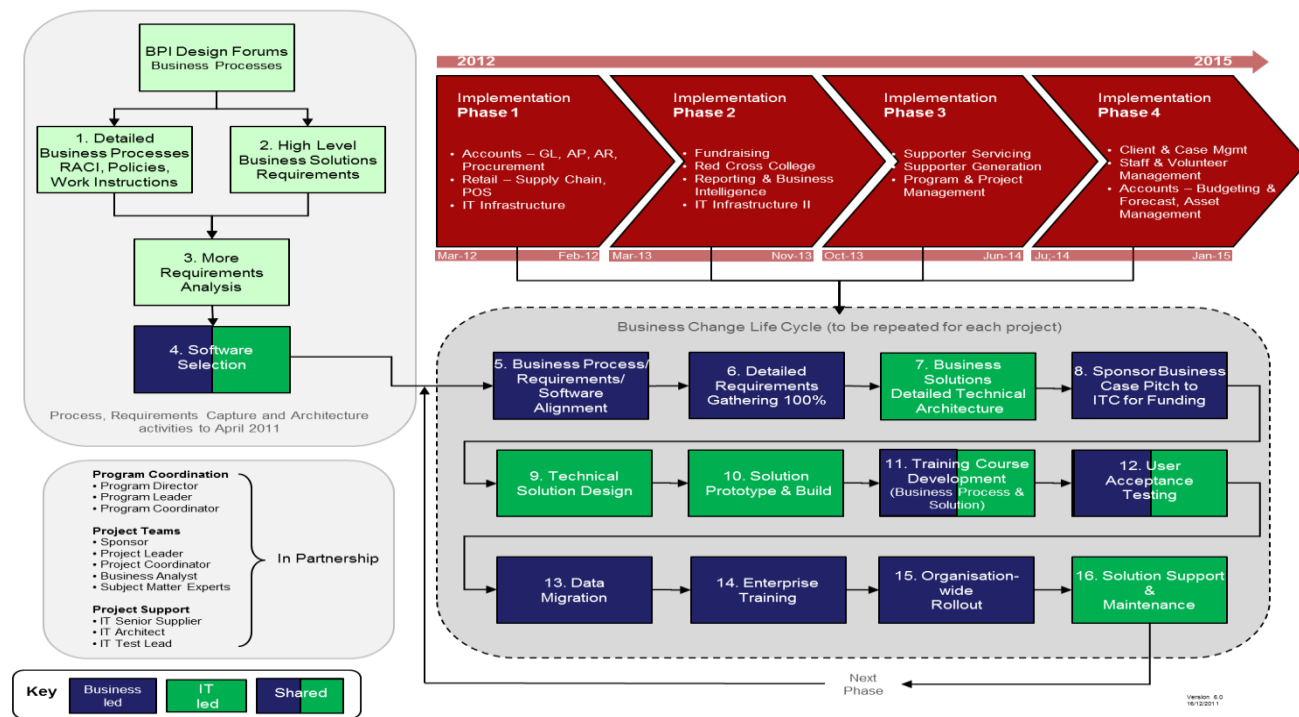
Business Capabilities

- Finance
- Supply Chain
- POS
- CRM
- Client and Case Management
- Contracts and Grants
- Program Management
- Volunteer Management
- Information Management Strategy
- Document and Records Management

Technology Enablers

- New Data Centre
- New Citrix Environment
- New Desktop Roll Out
- Transformation from Microsoft 2003 to 2010
- Wide Area Network Upgrade
- Mobility Solutions

Approach



Sentric’s approach was to commence with a restructure of the program, baseline the Time, Scope and Budget and form teams into work streams. This was supported by the establishment of a workable Governance Model.

An Enterprise Program Management Office (EPMO) was established and full Implementation model based on Prince 2, aligning the portfolio of projects to the organisations strategic plan and benefits realisation, was completed costed and approved by the Board.

Business Cases were developed for each component of the portfolio, including outcome management plans, visualisation models and context maps. These were endorsed by Governance bodies prior to commencement. Vendors with specific skill sets were engaged through detailed statement of works.

Business Function Models were developed showing the relationship between the multiple layers of the Enterprise Architecture. These models were used to ascertain the scope of the configuration of the applications and to provide insight on process changes required by the business transformation strategy. From this point a standard Portfolio Management Model has been adopted.

Deliverables

Sentric has been engaged to deliver Phase One and Phase Two of the program with the intent that sufficient knowledge, skillsets and capabilities will be transferred across to the existing Business and ICT teams to complete the remaining component of the program.

Phase One

- Establishment of EPMO
- Outfitting of a New Data Centre
- National Network upgrade
- Upgrade of a national Citrix infrastructure
- Financial System
- Point Of Sale System
- Data Warehouse and BI Tools
- Desktop Hardware Refresh Desktop
- Video Conferencing
- EDI Interfaces
- IS Strategy
- DR Strategy
- BCP

Phase Two

- CRM
- Contracts and Grants
- Client and Case Management
- Document Management

Outcomes

All technology components of the program have been completed and phase one applications (Finance and Supply Chain) will be launched as per schedule on the 6th January 2014.

Phase Two components have commenced and are following a standard SDLC model.