

Case Study – Large retail pharmacy company



Program Management Services

Onsite / Offshore Large Program Set Up and on-going management

Business Objective & Challenge

A retail pharmacy company has been engaged in an initiative to replace their existing prescription system. Due to contractual obligations, rollout of the system had to start by the beginning of the year and be completed by year end

- Off-shore vendor managing the performance testing lab had fallen behind schedule by more than four months and put the overall rollout schedule at risk

Collaborative Solution

Collaborative was engaged by the CIO to take over the management of the performance testing lab and improve the performance testing processes. This included managing a blended team of Collaborative's personnel, testers from the off-shore vendor, members of the off-shore vendor that developed the new application, and client's outsourced support staff. The Collaborative team:

- Facilitated the transition and steady-state of the performance test lab management from off-shore vendor to Collaborative
 - Defined scope of the program and its organizational structure including governance and escalation
 - Clearly defined responsibilities and accountability for key processes and components of the infrastructure
 - Modified and formalized processes including communication approach and operating procedures
 - Engaged a Senior Performance Engineer to set direction and manage shift leads
- On an on-going basis, Collaborative manages the lab, coordinates and schedules shifts and runs the entire testing process including but not limited to design review, test execution, results review, process improvements, troubleshooting, and management status reporting

Results

- Rapidly transitioned management of the performance lab with little to no-impact to the client or schedule.
- Brought performance testing back on schedule by substantially increasing productivity of performance tests execution while maintaining 24x5 testing over three shifts.