



CASE STUDY RETAIL

IT Project and Leadership Issues



CHALLENGE

We embarked on a large-scale eCommerce platform upgrade. The IT project was severely delayed due to poor leadership and communication gaps between the development team and business stakeholders. Leadership failed to align the objectives, resulting in scope creep, missed deadlines, and budget overruns. Operations were also impacted, as stock inventory systems were outdated and couldn't support the new online sales.

SOLUTION

A comprehensive project management assessment was conducted to identify root causes, such as the lack of governance and defined KPIs. A new leadership structure was proposed to align IT and business goals. An experienced interim project manager was brought in to rescue the project and establish clear communication channels between the teams. Governance processes were tightened, and agile methodologies were introduced to streamline development and incrementally release platform features. Additionally, the inventory management system was upgraded as a parallel project.

BENEFITS

The eCommerce platform was launched within the revised timeline and budget, increasing online sales by 25% in the first quarter post-launch. The leadership restructuring resulted in better cross-functional alignment, reducing project delays by 30%. Operations improved with better inventory accuracy, reducing stockouts by 15%.

ABOUT CLARITYBOLD

ClarityBold specializes in delivering comprehensive project management assessments and providing fractional project management leadership. We help businesses optimize their project operations and ensure successful outcomes through expert evaluations and strategic support.

AT A GLANCE

CHALLENGES

- Communications
- Leadership
- Cross-Functional Alignment

BENEFITS

- Online Sales by 25%
- Reduce Project delays by 30%
- Reduce stockouts by 15%