CASE STUDY

Logistics

Operation Improvement and IT Project Issues

CHALLENGE

The company was struggling to keep up with increasing demand due to inefficiencies in their legacy fleet management system. Their IT project to upgrade to a cloud-based fleet management platform was delayed due to poor project planning and lack of coordination between the operations and IT teams. The outdated system caused frequent delays, vehicle downtime, and poor delivery performance, threatening client contracts and leading to escalating costs.

SOLUTION

Conducted a comprehensive operational and technological audit to evaluate the specific needs of logistics operations. Realigned the IT project with operational goals by engaging key stakeholders from both teams to define essential requirements and develop a unified project roadmap. Structured the project into manageable phases and implemented a change management process to facilitate a gradual platform rollout, minimizing disruptions. Coordinated training sessions for drivers and dispatch teams to ensure a smooth transition and familiarity with the new system

BENEFITS

New fleet management system was fully operational within five months, reducing vehicle downtime by 30% and improving on-time deliveries by 20%. The phased rollout strategy allowed for continuous feedback, reducing implementation errors by 25%. The new system provided real-time tracking and predictive maintenance features, which helped the company lower operational costs by 18% and secure key client contracts, boosting revenue by 10%.

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

- increasing demand due to legacy system
- Poor delivery performance
- threatening client contracts and leading to escalating costs

BENEFITS

- 20% increase improved deliveries
- 30% reduced downtime
- 25% reduced implementation errors
- 18% lower operational cost
- 10% boosting revenue