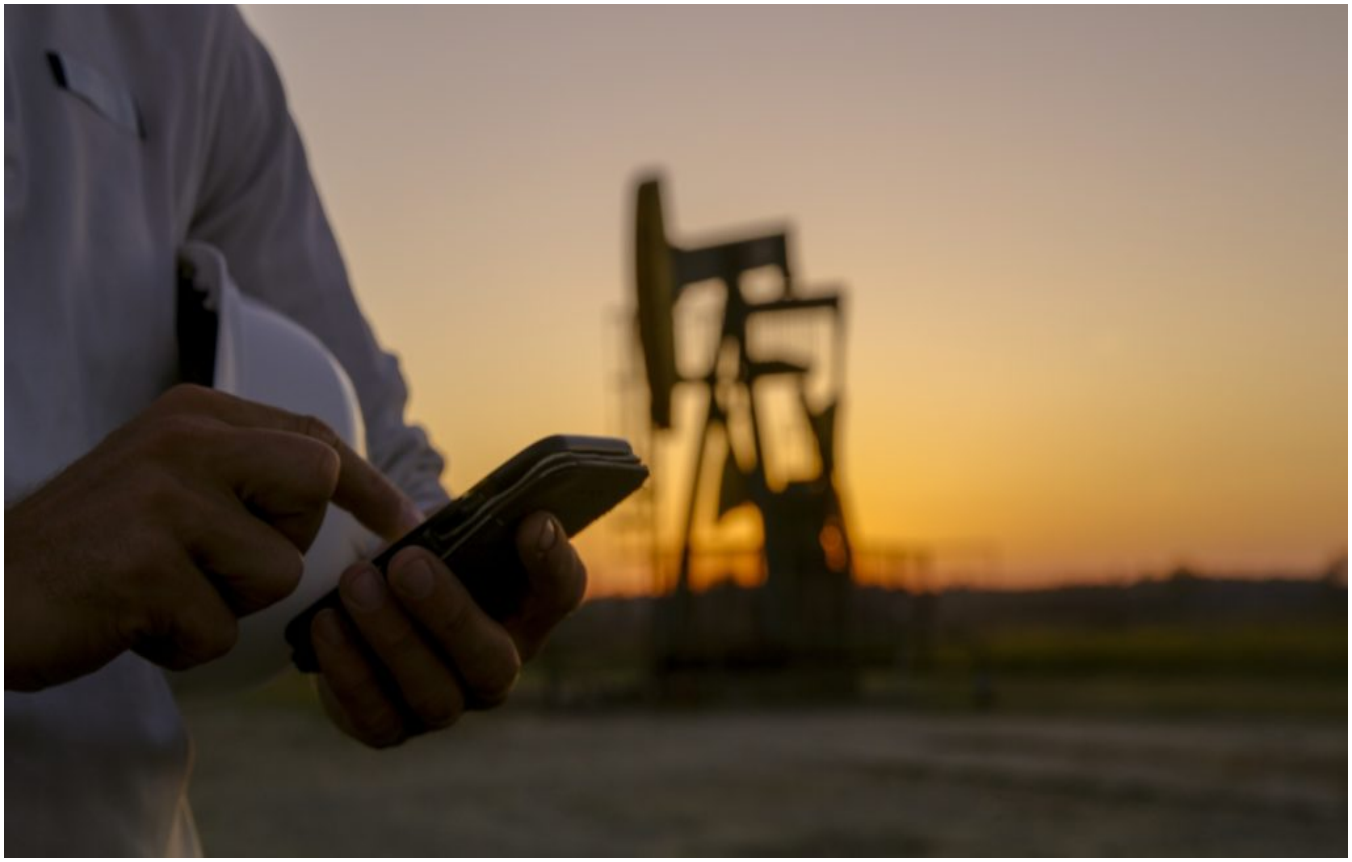
CASE STUDY

Process, Strategy and System Deployment for Complex Litigation Support

CLIENT: LARGE GLOBAL E&P COMPANY

We were the only consulting firm to successfully deliver the capability they needed when they needed it (previous attempts by IBM, Infosys, and...



WHAT YOU WILL READ

The challenge · The outcomes · How we did it · Competencies applied

THE CHALLENGE

- Required controlled process, method, and governance to track and respond to external multi-jurisdictional queries for complex legal and technical engineering information.
- Required consistent, timely, and accurate process and technology to respond to request while accurately tracking requests.
- Required ability to route requests to best internal engineering technical authorities based on topic and trace and track responses back to requestors.
- Required way to segregate and control multiple levels of sensitive information to support confidential mandates, while accurately reporting to agencies.

THE OUTCOMES

- We were the only consulting firm to successfully deliver the capability they needed when they needed it (previous attempts by IBM, Infosys, and Deloitte)
- Became a trusted advisor to both the engineering and legal management teams
- Engaged on several other efforts base on our ability to engage and deliver at a valuable price point.

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HOW WE DID IT

- Defined a strategy and road map to help frame and rank needs and gaps to develop and deliver highest impact items quickly.
- Created simplified (system enabled) business process to deliver objectives.
- Supported sponsor to influence management to champion the effort across multiple business functions.
- Developed and delivered customized solution from the business perspective despite IT resistance and numerous bureaucratic obstacles. This became a critical legal system of record during ligation proceedings.

COMPETENCIES APPLIED

Organizational Change Management **Information Management**

Organizational Design and Capability **Information Technology**

Strategy Development and Implementation

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DISCUSS A SIMILAR CHALLENGE: INFO@BOXLEYGROUP.COM