

Customer Success Story

Project Management in Reverse Logistics
Telecommunications

ComActivity delivers immediate project management results

ComActivity at eBuilder

“We were in a position where a project had grown so fast, that we had to supplement our own resources with proven project management skills and ComActivity delivered. ComActivity hit the ground running and were instrumental in the successful delivery for a key telecommunications client”

Jason Juretic, Managing Director Asia Pacific, eBuilder





The Challenge

Contracted to deliver a reverse logistics system for a major telecommunications organisation and with other project managers already allocated to an ever-increasing number of projects, eBuilder needed a specialist senior project manager to drive a project with many complexities including tight deadlines, multiple stakeholders in different locations, a strict budget and a need for clear and concise communication.

eBuilder: "Our client had already expended a lot of time and money trying to implement this system prior to eBuilder's arrival. This in turn placed additional pressure on eBuilder to meet the client's high expectations to contain costs and accelerate deliveries



The Outcomes

Deadline met

By obtaining an independent and thorough understanding of the requirements, ComActivity set achievable "go-live" dates, which ensured a high-quality, thoroughly-tested solution was delivered, meeting the customers expectations.

Clear communication produces a quality outcome

ComActivity put a focus on clear and concise communication. This was a significant achievement in its own right as the eBuilder delivery centre is located in a different country and time zone. Sustained communication was maintained throughout the delivery cycle and resulted in a full delivery of a high quality solution.

Disciplined methodology reaps immediate results

ComActivity utilised standardised and robust project processes to ensure the delivery was executed in the most professional manner possible. ComActivity worked with and continuously monitored all parties to ensure they understood and diligently followed the processes during configuration, development and rigorous testing procedures.

Plan for the future – save time and money

The ComActivity project management philosophy includes setting up methodologies that result in ongoing benefits for our clients. In this project we worked with eBuilder to ensure that "best practice" project management methodologies were weaved into the existing eBuilder procedures to ensure an even stronger future delivery capability.

In a nutshell

ComActivity entered a complex and challenging environment. Through insightful, thorough communication and the application of best-practice management techniques, we ensured that eBuilder delivered a quality system to their client on time and within budget.