



IT System Overhaul Turns Major Liability into a Strategic Asset

CASE STUDY

Challenges:

- Inefficient IT system crashed regularly, hampering operations
- Data systems needed to be split into separate factions
- Essential software was out-of-date, required a difficult migration

Approach:

- Applied deep IT systems analysis to understand core business needs
- Redesigned failing system for high efficiency & reliability
- Managed complex data separation & migration for new business entities

Results:



Delivered a new, reliable IT system on time & on budget



Transformed a huge operational liability into a strategic asset



Freed up leadership to focus on other core business needs

When the new COO of a consumer electronics service business took the helm, he inherited a host of problems. One of the biggest was a failing IT system that was inefficient and crashed regularly. On top of system instability, the business was undergoing a restructuring that required splitting it into two separate entities, creating what the COO called a "potential IT nightmare." If that wasn't enough, third-party inventory control software was out of date and needed an update to adequately support business needs. To solve these critical issues, the company turned to D2.

Our Approach

We started by listening to client needs and analyzing the overall situation to clearly understand issues, set priorities, and develop a clear path forward. Our team then got to work, redesigning the unreliable system to meet critical business demands. We managed the complex process of separating data systems to support the new corporate structure. We also oversaw a seamless migration to a new inventory control platform.

The Results

The new IT system met specific business needs and functioned efficiently. Data systems for the two new companies were pulled apart smoothly and accurately. The software migration was successfully completed. All was delivered on time and on budget. This successful engagement transformed a critical liability into a valuable asset, allowing company leadership to focus energies on other areas of the business that needed attention. As a result, we continue to serve as the company's trusted technology partner today.

