

Project Note

Rollout management for a software tool suite

A new software for the design of turbines is to be developed and introduced in stages. The Zühlke rollout manager provided a systematic approach, proactive communication and slick integration of personnel in the process.

Task

Alstom is developing, with external partners, a new software-based solution for the design of steam turbines. The company is introducing the new application worldwide, while gradually replacing existing applications. The rollout manager was responsible for the planning, the involvement of employees, the communication at all levels and, finally, the phased start-up. The implementation is to use consistent release terminology and policies as well as uniform documentation standards. Objectives include acceptance of the new solution and the provision of optimal support. Zühlke will ensure the successful introduction of the new application.

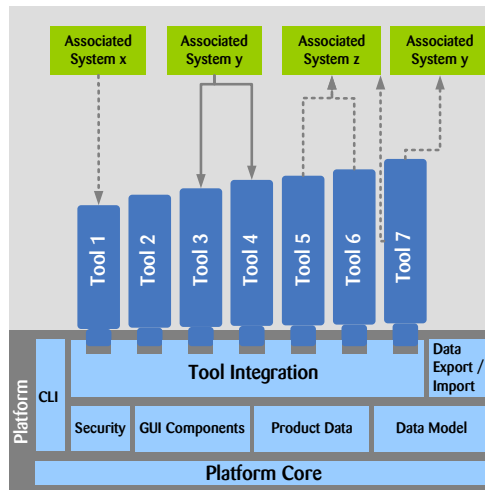
Implementation

Together with the project managers, Zühlke designed a rollout plan for the entire project, including multiple subprojects. This covers the gradual implementation, at various locations around the world, of each of the applications forming the overall solution.

Further communication aids were developed in order to communicate the rollout concept to site managers, users of the software and local IT managers, who will provide support for the implementation. Close cooperation and coordination with project managers, testers, local IT and support departments, pilot users and the program management led to increased acceptance of the new solution. The support process for the applications is based on the existing ticket and error handling system. Thus, the support team can respond at short notice to specific problems encountered by users worldwide and transparency is created. This approach facilitates the successful introduction of the new solution and supports the users.



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Customer benefits

- Cross-industry best practice: The client benefits from the experience of other projects and the systematic planning and work of the Zühlke rollout manager.
- Creation of acceptance: Proactive communication with stakeholders at the various locations means that staff identify themselves with and accept the new solution.
- Knowledge management: The use of release templates and checklists ensures the quality of the software. Alstom can use these as a knowledge base.

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