

THE PROPOSAL

After discussing possible options with the managing partner, we agreed the best possible solution was to set-up a “Move Desk” at the client site in order to facilitate any move issues through resolution. I created an Access database to document and track these efforts, and partnered with the various consultants on the project to provide support personnel for the Move Desk, which included consultant/field techs on site to work any move issues.

THE MANAGEMENT

The client staff was notified via company-wide email about the Move Desk availability to assist in the move process and the client staff was provided a phone number to call should there be any move issues.

Earlier, I’d received client staff information (location, phone number, etc.) and had pre-loaded the information into the Move Desk Access database and designed the Move Desk Process, as follows:

- Call comes in to the Move Desk
- Consultant/support personnel documents the issue in the database and generates an issue “ticket”
- Ticket is either printed and picked up by an appropriate consultant field tech, or emailed to the consultant field tech to handle
- Once the issue is resolved, the client staff signs off as completed
- Consultant field tech notifies the Move Desk
- Consultant/support personnel notes issue resolution and closes issue in the database

THE OUTCOME

In order to keep track of the information, produce status reports and client reports at our company’s local office, we published the database application on Citrix over a secured IP address and were then able to access the information remotely to ensure any move issues were being resolved in a timely manner.

This solution was a win-win for the project manager, consultants and ultimately, the client. The project was kept on track and on time by creating an innovative solution in order to resolve any move issues and maintain communication on a real-time basis.