

# IT OUTSOURCING TRANSITION

## CASE STUDY



The Earthquake Commission “EQC” entered into a contract with a large outsourcing partner to supply them with outsourced TechService (Service Desk), Aggregated Service Management, and TechHub (onsite walk-up tech service) capabilities.

The implementation of these capabilities started immediately and following contract signing, was to be completed in parallel with a period of large-scale organisational change for EQC.

Interim services were put in place to support EQC’s day one operations whilst the outsourcing partner’s service desk and field engineers were engaged in transition activities, building up environmental knowledge and documentation. The new services were progressively cutover throughout the Transition, and the new TechService and TechHub went live at the end of a 2-month sprint.

## BUSINESS OBJECTIVES

- Provide a primary point of contact representing EQC as the Lead for the Transition.
- Support the Sponsor to engage with key customers and stakeholders with communications collateral.
- Capture intellectual property of the staff exiting EQC during large-scale organisational change.
- Determine the key deliverables and resource requirements associated with the Transition.
- Provide quality assurance of the outsource provider’s transition approach.
- Manage issues, risks and the acceptance of deliverables.

## OUR CLIENT



The Earthquake Commission is a New Zealand Crown entity investing in natural disaster research, education and providing insurance to residential property owners. They deliver the three core functions that are essential for New Zealand to effectively manage natural disaster risk; Providing natural disaster insurance for residential property, administering the Natural Disaster Fund, including its investments and reinsurance, and funding research and education on natural disasters and ways of reducing their impact.

**“Infrazone’s attention to detail, strategic and holistic approach was second to none. Their contribution has been a real asset to enabling the strategic future here at EQC and I thank them for their support and thought leadership.”**

Sharon Masters, Head of System Operations and Services, EQC

