



Enterprise Asset Management

In 2021, the Greencastle team worked with a leading Mid-Atlantic Electric Utility company to implement a full replacement of their Enterprise Asset Management System (EAM), AssetSuite8.

While most engagements begin with just one service, this particular project utilized two of our core service offerings:

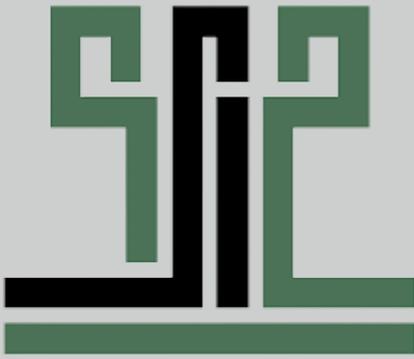
- Project Management Office
- Change Management Office

In addition to the core service offerings, we also staffed other critical areas.

These non-standard roles were filled by Greencastle due to outstanding performance across the board:

- SOX Compliance Coordination
- Business Readiness
- UAT Coordination
- Project Budget Control

During the two and a half year-long project, we compiled lessons learned. As with most projects, we continue to take our experience coupled with lessons learned for an even more refined and efficient approach that we can tailor to the client's needs.



Lessons Learned

➤ ***Sponsorship of the program governance is critical to keep vendor partners and workstream leads aligned.***

- We discovered that workstream leads should be treated as project managers who are responsible for their respective scope, schedule and budget. This helps aid in overall alignment of resources and maintains efficiency within the project.
- We worked to automate all reports so that metrics would remain consistent throughout, and cut back on re-working, which in turn allowed for timeline objectives to be met on a steady basis.

➤ ***Vendor partners should be brought into the planning process as early as possible.***

- Through our processes, significant scope gaps were identified during the design and build phase. These gaps lead to critical design decisions well after the scope was considered locked. Bringing in vendor partners as early as possible avoids this lag and allows us to identify decisions upfront.

➤ ***The concerted efforts leading up to UAT are critical in setting expectations, preparing super users and change advocates.***

- Change management is just as important as the execution of the process. We were able to get the end-user's hands on the system early and often. Doing so will allow them to see the improvements made from their feedback and will in turn create buy-in and increase adoption.
- In our experience, increased buy-in and adoption creates excitement and a desire to continue to learn (and use) the new system.