

CASE STUDY

# Enterprise Client Merger & Acquisition Migration Support



## OVERVIEW

### Enabling a Major Organizational Transition

This project, facilitated through our client, an IT Solutions Provider, focused on supporting their enterprise client, (a newly merged Global Entertainment Company) with a large-scale, multi-location IT migration.

The core objective was twofold:

- Provide seamless, high-quality end-user and device migration support to its enterprise client, during their critical transition.
- Strengthen our client's brand and credibility by successfully staffing and executing support for a major, high-profile client.

The scope included re-imaging devices, system migration, and providing on-site end-user support across multiple client locations.

## THE CHALLENGE

# Unstable Planning and Communication Chaos

The project's primary obstacle was the extreme volatility of the enterprise client's internal planning and the resulting challenges in partner communication.



### Shifting Timelines and Scope

The original March 2025 Las Vegas kickoff was repeatedly delayed, and locations (New York, Vegas, Stamford CT, Fort Worth) were added, removed, or postponed multiple times. The Stamford location was put on hold twice, necessitating restarts of the candidate search each time.



### Volatile Headcount

Initial requests for 10 consultants per location for 3+ months changed frequently. For the Las Vegas location alone, over 100 candidates were screened before the start date was confirmed.



### Inconsistent Partner Communication

Communication from client representative was a significant source of confusion due to his transition to a commission-only contractor role while managing other commitments. This often resulted in missed or delayed timeline changes, adding to the instability..

## THE SOLUTION

# Structured Communication and Specialized Talent

To stabilize the external chaos and ensure project readiness, we implemented a highly **structured, redundant communication and documentation process** and focused on sourcing highly specific IT talent.



**Robust Communication & Documentation Strategy**



**Targeted Talent Acquisition**



**Successful Staffing Outcomes**



## Robust Communication & Documentation Strategy

Channel	Purpose	Impact
Group Chat (AMS)	Real-time, immediate updates to bypass potential communication gaps from the client representative.	Ensured consultants always had the latest, correct information despite rapid changes.
Email Documentation	Formal, written record of every verbal update, decision, and shift in scope.	Prevented disputes, confusion, and delays by establishing a single source of truth.
Daily Check-ins	Proactive synchronization on shifting project dates and expectations.	Maintained organizational readiness and allowed for immediate staffing adjustments.

## Targeted Talent Acquisition

OS Expertise	Core Platforms	Ticketing	Specialized Skills
Windows & Mac	Intune, Jamf, Okta, Microsoft Teams	ServiceNow	Device Imaging and migration work

## Successful Staffing Outcomes

Location	Initial Request	Final Active Headcount	Status
Las Vegas	10 Consultants	10 Consultants (5 remaining active through 12/12)	All initial spots filled on time
Fort Worth	10 Consultants	5	All required spots filled on time, despite client's internal reduction to 7

## RESULTS & IMPACT

# Seamless Migration Support

Despite the extensive operational instability, the project was staffed successfully and on time, ensuring the migration support proceeded as planned for both activated locations.

### 1 100% On-Time Staffing

All required roles for both the Fort Worth and Las Vegas locations were filled and deployed on the mandated start dates.

### 2 Stable Onsite Execution

Consultants were successfully deployed to handle critical, daily tasks including: re-imaging, troubleshooting, installations, ticket management, and general end-user support.

### 3 Partner Success

The successful execution demonstrated our ability to deliver on complex, high-stakes projects, helping our client affirm their commitment and capability to a major, high-profile client.

## KEY TAKEAWAYS

# Structure as the Anchor in Chaotic Environments

This project underscored the necessity of implementing internal structure to counterbalance external disorganization.

- ✓ **Structure is Non-Negotiable**  
When a client or partner lacks structure, our internal communication process must be extra structured to maintain stability.
- ✓ **The Power of Written Record**  
Keeping everything documented in writing is essential for avoiding confusion and having verifiable facts when timelines change.
- ✓ **Real-time Redundancy**  
Using both formal (email) and real-time (group chat) communication channels is crucial for fast-moving environments.
- ✓ **Flexibility is Key**  
The ability to rapidly screen candidates and adjust to sudden shifts in headcount and dates is essential for high-profile M&A support projects.