



## Case Study: Enterprise Content Management Platform Yields Operational Efficiencies

**Industry:** Manufacturing, Packaging

**Company:** Global manufacturer of plastic films including laminates and packaging

**Services Provided:** Project Management, IT Project Management, Project Scheduling / Time Management

**Challenge:** An Enterprise Content Management (ECM) system is identified as part of “Information Technology Strategy” to drive global processes, data sharing and business analytics. The challenge is to “make good” on the promises:

- Implement the ECM environment
- Establish governance
- Migrate critical data and workflow processes

**Solution:** Bluestone was selected to assist with the implementation of the ECM system for our expertise in process improvement, program facilitation and records management. Bluestone became an integral part of an internal organization supporting:

- Platform implementation
- Governance development
- Process re-design

To move quickly and efficiently, Bluestone used Agile SCRUM based project development process with a 3<sup>rd</sup> party offshore team.

**Result:** The initial Client platform was implemented on time and on budget. Framework, education, and initial content taxonomy had a fast and effective roll-out. As with all major system implementations, adoption impacts how quickly the organization reaps the benefits of change; so, the business worked toward adoption of targeted groups.

**Value Delivered:** The Client was able to implement the ECM platform efficiently and effectively while providing a solid, controlled baseline system. Training and communications enabled early adopters to influence the new direction.

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