

## Case Study: Seamless Migration to TechOne SaaS City of Cockburn

### Project Background

The City of Cockburn embarked on a mission-critical project to migrate its legacy TechOne Ci system, which had over 20 years of customisations and complex integrations, to TechOne SaaS. This migration was vital for ensuring operational support, scalability, and system reliability.

Given the project's complexity (extensive system customisations, numerous integrations, and the involvement of multiple vendors), this project presented a significant challenge. Bhani Consulting was engaged in leading the project with a disciplined project management approach to ensure its success.

[Here is the feedback from Nelson Mauricio \(Executive Project Sponsor\)](#)



**Nelson Mauricio**

Acting Chief Financial Officer | City of Cockburn



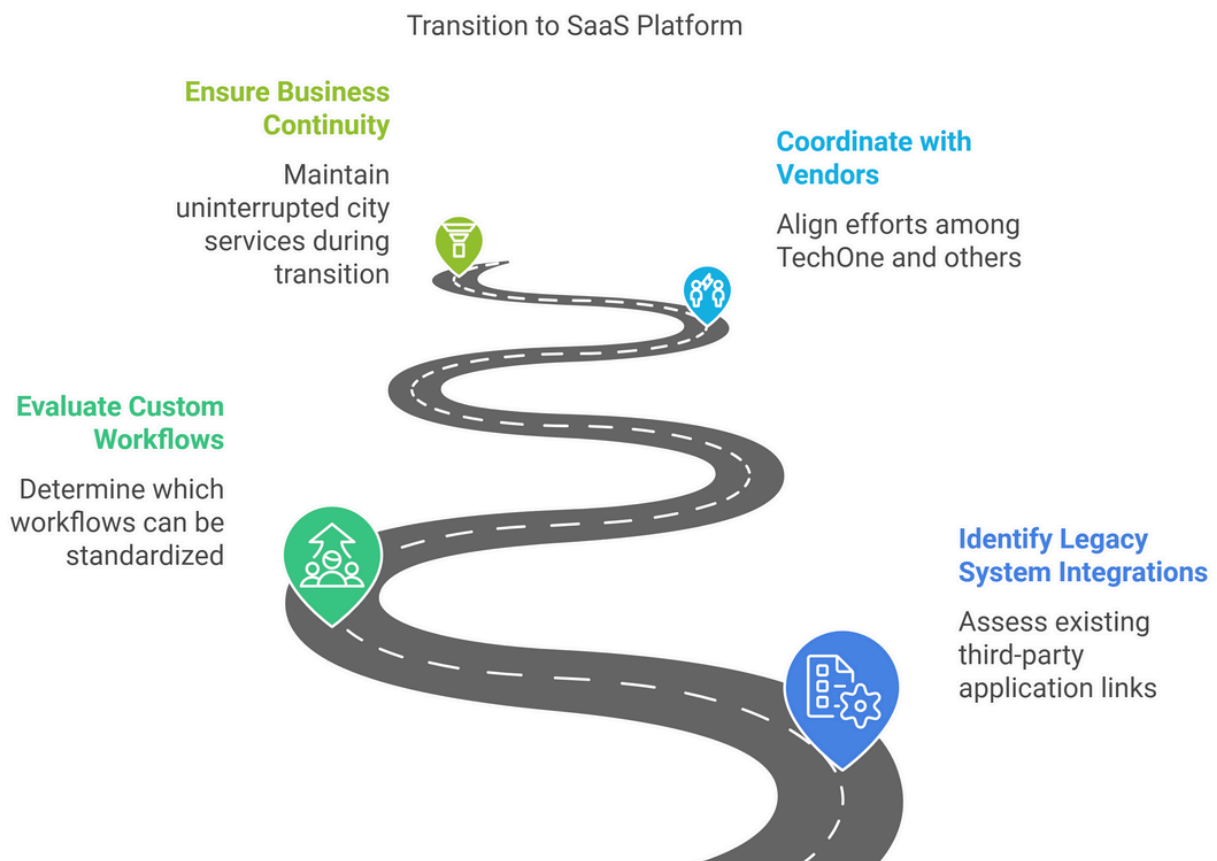
"The City's complex ERP cloud migration project needed a disciplined project management approach to ensure its success. SP from Bhani Consulting was engaged to lead delivery of this critical project and brought his many strengths to the table. A key and consistent theme throughout the whole project was the clarity provided by SP to the project team and steering committee. He made the complex and ambiguous simple, supporting effective decision making. SP was highly engaging and collaborative throughout the project, providing positive energy and motivational spirit when needed. On time, on budget and on point, thank you SP."

 Testimonial



## Challenges we faced

- **Complex Integrations:** The legacy system was deeply integrated with various third-party applications, including GIS, Waste management, Service Management, and HR. Maintaining functionality while ensuring seamless integration with the SaaS platform was critical.
- **20+ Years of Customisations:** Decades of custom workflows and configurations required careful evaluation to determine which could be standardised and which needed to be replicated in the new system.
- **Multi-Vendor Coordination:** The project involved coordinating efforts among multiple vendors, including TechOne, integration specialists, and internal IT teams.
- **Business Continuity:** A smooth transition to the SaaS platform was essential to avoid disruptions in the City of Cockburn's services.



- **Complex Integrations:** The legacy system was deeply integrated with various third-party applications, including GIS, Waste management, Service Management, and HR. Maintaining functionality while ensuring seamless integration with the SaaS platform was critical.



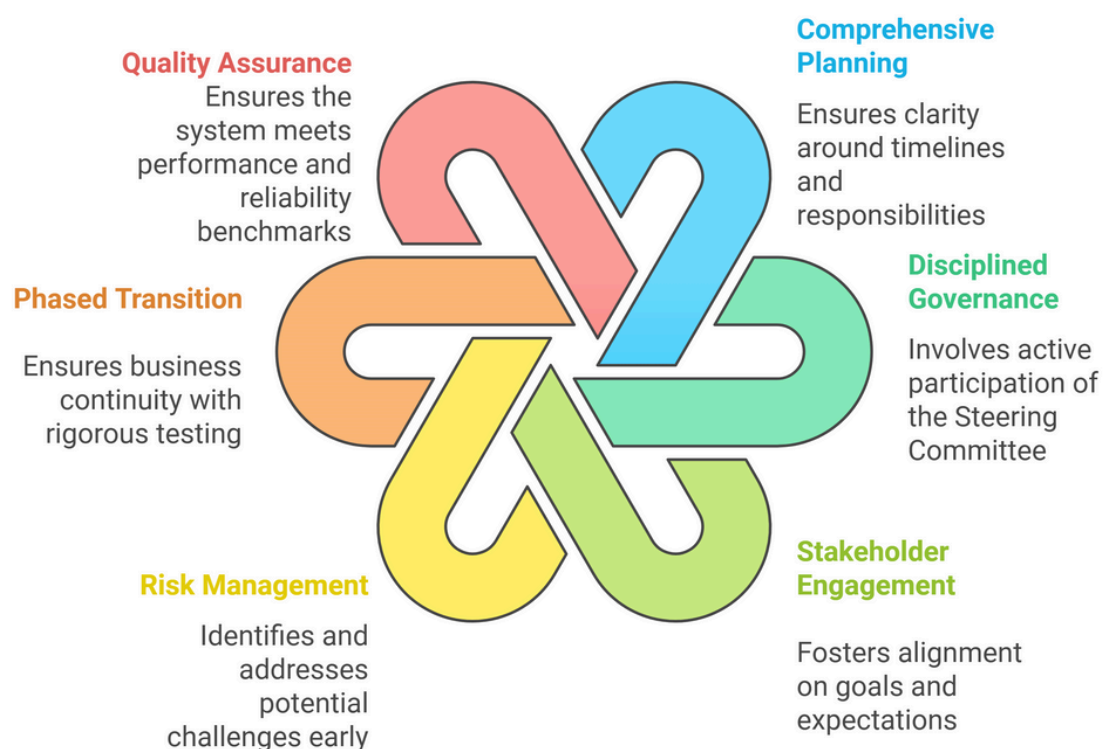
- **20+ Years of Customisations:** Decades of custom workflows and configurations required careful evaluation to determine which could be standardised and which needed to be replicated in the new system.
- **Multi-Vendor Coordination:** The project involved coordinating efforts among multiple vendors, including TechOne, integration specialists, and internal IT teams.
- **Business Continuity:** A smooth transition to the SaaS platform was essential to avoid disruptions in the City of Cockburn's services.

## Our Solution

Bhani Consulting adopted a structured and disciplined project management approach to overcome these challenges. Key strategies included:

- **Comprehensive Planning:** Detailed project scoping and planning ensured clarity around timelines, deliverables, and responsibilities.
- **Disciplined Governance:** Active participation of the Steering Committee for the project status updates, key decisions and risks.

### Strategic Project Management Overview



- **Stakeholder Engagement:** Regular communication and collaboration with internal stakeholders and vendors fostered alignment on goals and expectations.
- **Risk Management:** A proactive risk management framework was implemented, identifying and addressing potential challenges early in the process.
- **Phased Transition:** A phased approach to migration ensured business continuity while allowing rigorous testing of each component.
- **Quality Assurance:** Stringent testing protocols ensured the migrated system met performance, functionality, and reliability benchmarks.

## The Outcome

The disciplined project management approach employed by Bhani Consulting delivered outstanding results:

- **On-Time and On-Budget Delivery:** Despite the project's complexity, the migration was completed within the agreed timeline and budget.
- **Smooth Transition:** The City of Cockburn experienced a seamless Go-Live with minimal disruption to its operations.
- **Standardised Processes:** Decades of customisations were successfully rationalised, enhancing the system's scalability and maintainability.
- **Enhanced Integration:** All integrations with third-party systems were transitioned smoothly, ensuring uninterrupted functionality.
- **Stakeholder Satisfaction:** The project was praised for its efficiency, quality, and the collaborative efforts of all parties involved.



## Conclusion

The success of the TechOne SaaS migration for the City of Cockburn highlights the importance of a disciplined approach to project management. By combining meticulous planning, effective stakeholder engagement, and proactive risk management, Bhani Consulting ensured a high-quality outcome for a complex, multi-faceted project.

This case exemplifies Bhani Consulting's ability to lead transformative projects, delivering tangible value and positioning clients for long-term success.

### Factors Contributing to Successful SaaS Migration

