

Technews Publishing

Case Study Template

This Case Study template is intended to produce case studies of a similar format, notwithstanding the fact that individual case studies might well be focused on different sectors, and different applications of applied business technology.

Please answer the following questions as appropriately as possible. Our objective is to highlight the **PRINCIPLES** that underpin successful implementation of business solutions and technologies, and to offer readers a guide to best practice in their specification, selection, installation, integration and usage.

1. Case Study Details

Company	
Contact person	
Business Sector (Mining; Commercial, Office Park; Retail; Industrial; Academic; Banking; Stadia, Entertainment, Casinos; Apartment Blocks; Public Parking; Airports, Ports, Rail, Distribution Centres; Other)	
Tel	
Fax	
Email	

2. Motivation. Where were you?

- a. What does your company do and what issue(s) were you facing?
- b. What were the reasons for your considering a solution, etc?
- c. What were the strengths/weaknesses of your existing solutions (the status quo) and what were the effects of these strengths/weaknesses on your business?
- d. Was anything forecast to happen that needed to be prepared for, ie was the change proposed, imposed or strategically planned?

'Facts are sacred; comment is free'

3. Reward. Where did you want to be?

- a. Describe the solution chosen and what was hoped would be the outcome.
- b. What was the goal/objective in planning for the new, improved or upgraded solution?
- c. What benefits were to be delivered by this new, improved or upgraded solution?

4. The gap between motivation and reward. What had to be done to get there?

- a. What were the obstacles you encountered in getting to a final solution?
- b. What unexpected challenges did your final solution foster?

5. Implementation. How did you do what had to be done?

- a. What did you do to find solutions? Did you tender with multiple companies, or go straight to a company you knew you could trust, etc.
- b. Did you separate design, specification and implementation?
- c. How did you measure progress?
- d. What role did professional specifiers, consultants and/or systems integrators play in assisting you in designing, specifying and implementing your solution?

6. Review. What did you achieve?

- a. In relation to your initial goal, and the rewards that were sought at the start, what did you achieve?
- b. What would you do differently?
- c. What gaps in the process could be identified as a warning to others, or as a guideline to best practice?
- d. Summary of the whole project.

7. Fact Files

Two 'fact files' – to start and end the case study – will be useful to readers, the first to define the project and its scope, the second to list the key service providers and their contact details.

- a. Project scope.
 - i. Brief key points to outline salient facts regarding the project (size, scale etc)
- b. Key service providers, products and solutions.
 - i. Brief outline of consultant, specifiers, system integrators and key product/solutions used in the successful project.

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