CASE STUDY - DREAMWORLD (ARDENT LEISURE)

When the legacy system is no longer going to be supported, it's time to look at the overall architecture

OVERVIEW

The legacy ERP system was going to be unsupported within 12 months. It was identified that the legacy system had been customised to a point that the upgrade was more costly than the implementation of new systems. Dreamworld reviewed the business requirements, considered the operational impacts and identified additional system gaps. Dreamworld concluded they needed an overhaul, supported by specialised project management.

SOLUTION

The decision was made to move forward with the following new systems to integrate with other existing systems:

- ERP (Finance and Inventory)
- Fixed Asset Management
- Budgeting and Planning tool
- Warehouse Management
- Time and Attendance

Kx2 was brought in to project manage the successful implementation of the above. The operational experience of Kx2's team provided the translation piece between the client and vendors. Each phase of the project was supported by Kx2 including design, build, testing, through to train the trainer and go-live. Kx2 provided continual monitoring of the cadence and change management needs. To support user adoption, a Super User group was initiated, and expanded as each system was installed and introduced to BAU.

RESULTS

Sucessful Go-Live

Go-live was a success, and the team have adapted to the new systems, implementing new processes and increasing functionality and use of all systems post go-live.

Accurate reporting

Reporting is now easier, more accurate and quicker for the finance team to present for the Executive Management Team and shareholders each month.

Business as usual

There was a seamless transition to the new systems. No impact on any operational systems and processes..... Dreamworld still opened it doors to the public without disruption.

AT A GLANCE

Challenges

- Multiple new systems
- Legacy system support ceasing
- Staff Attrition
- Operations spread over different time zones, and states
- User adoption

Results

- Successful Go-live
- Accurate reporting
- Business as usual

"You girls are a great asset to have on the Project,

You are going to be so resourceful for our staff"

Kieron Mulcahy
Ardent Leisure
(Past ICT Manager)