



Transition Management

Business Need

Outsourcing has become a common method of doing business in today's business landscape. However, many businesses lack the unique expertise required to transition a service or process to a new provider or management source.

Result

Highland Partners creates a collaborative relationship with key stakeholders of the transition program. This environment fosters better communication, cooperation and smoother management of scope, schedule and resources. Time and resources are used efficiently to optimize schedules and financial benefit.

Value

Our transition program leaders conclude their programs with a final review of KPIs to ensure clients are satisfied that all business objectives have been met with minimal effort and minimal cost.

OVERVIEW

Transition Management means different things to different people. Highland Partners defines Transition Management as the planning and management of a change in the ownership of a service or process. Highland Partners uses our best practices to execute the transition program, which results in seamless change to users.

The execution of critical changes in a business environment requires highly skilled leaders in the management of change. IT environments can be extremely complex and critical to business operations. Our transition experts are able to visualize the big picture and manage many complex IT projects under the umbrella of a single program while clearly maintaining your business objectives in our line of sight. In addition to delivering fully capable program leaders, our *PMI*-Based Transition Methodology provides extraordinary results as we carefully measure each KPI (Key Performance Indicator) to ensure the planned change(s) results in a major success for our clients.

Highland Partners' transition leaders are prepared to lead all phases of the transition program lifecycle. Flexibility is built into our approach to allow for the inclusion of our clients' existing methodologies and best practices within transition programs. KPIs are jointly established with Highland Partners and our clients at the onset of each program. Each KPI is reviewed during the program and at the conclusion to ensure the expectations of our clients are overwhelmingly met and the desired business results are successfully in place.

** PMI - Project Management Institute*

We're obsessed with your success!

Highland Partners Consulting, LLC offers a rich portfolio of IT professional services that dramatically improves the probability of our clients' business success. Note: All services are subject to change at anytime without notice.