### Client Challenge

- Required controlled process, method, and governance to track and respond to external multi-jurisdictional queries for complex legal and technical engineering information.
- Required consistent, timely, and accurate process and technology to respond to request while accurately tracking requests.
- Required ability to route requests to best internal engineering technical authorities based on topic and trace and track responses back to requestors.
- Required way to segregate and control multiple levels of sensitive information to support confidential mandates, while accurately reporting to agencies.

### Boxley Group Action

- Defined a strategy and road map to help frame and rank needs and gaps to develop and deliver highest impact items quickly.
- Created simplified (system enabled) business process to deliver objectives.
- Supported sponsor to influence management to champion the effort across multiple business functions.
- Developed and delivered customized solution from the business perspective despite IT resistance and numerous bureaucratic obstacles. This became a critical legal system of record during litigation proceedings.

### Results

- We were the only consulting firm to successfully deliver the capability they needed when they needed it (previous attempts by IBM, Infosys, and Deloitte).
- Became a trusted advisor to both the engineering and legal management teams.
- Engaged on several other efforts base on our ability to engage and deliver at a valuable price point.

### Boxley Group Competencies

- Organizational Change Management
- Organizational Design and Capability
- Strategy Development and Implementation

- Information Management
- Information Technology