



## REFERENCE

**If you want to experience something extraordinary and new in the ICT project delivery, try the implementation with OpenOne.**

Thus I would sum up our first and hopefully not last project by OpenOne, a.s. Our company ČEZ ICT Services, a.s. was looking for increase of efficiency in its internal ServiceDesk and so the obvious choice was to implement the Knowledge Base for operators.

After asking several companies and comparing their offers, we finally decided to choose OnePlace solution because of the best price/performance ratio.

The first signs of a „different“ cooperation came up before the project started and before we guaranteed to buy the solution at all. Product presentation is a presales standard, but not everyone offers you a fully-functional demo with the guarantee of full support in order to test the product. During the testing period a number of questions came up: „Would this be possible? Could this be adjusted like that? How does this choice work?...” Without any contract being signed yet, OpenOne company responded very flexibly and readily to a battery of our inquisitive and often unpleasant questions, they visited our workplace with interest and were interested in operation mode and work environment for which the product had to be implemented. When we then chose OpenOne as our supplier, the start of the implementation was actually just a continuation of our long cooperation.

The easy-to-use project management and the entire management relied on a key area of almost everyday communication, weekly reports and sufficient amount of information. But if you now expect a fairy-tale with a fast end of a successful implementation to our full satisfaction, you will be disappointed. Every ICT project carries technical and programme risks, and it has been the same with this project. After implementing the first release version, we detected a number of errors in and out of acceptance tests. We were looking for the cause and finally we identified it in „non-standard“ approach of us as the customer – we also involved end-users in the testing process and they, knowing they would use the application themselves, tested it so thoroughly and from so many perspectives that many other connections of use emerged that no other existing user of the solution before had had in mind.

And here we encountered a really non-standard approach of a supplier who clearly and with full responsibility admitted that with our thorough approach we had given the product another added value. OpenOne guaranteed early elimination of found errors and we started a „concert“ of perfect partner cooperation where the only aim of both sides was to improve the product so that we could start using it as well as possible. The allocation of our testing staff was already exceeded many times and we went on sending improvement suggestions. OpenOne had long exceeded allocated development capacities clearly defined in the contract and they continued day and night on improving the product so that we as the customer were most satisfied. If the project defined deadline did not come nearer I think this symphony cooperation would go on (and in a sense it does) till today.

There is not a happy end either. There was a milestone of finishing the project and we continued to register several essential errors in the solution. The project simply did not reach the deadline. Nevertheless, the supplier himself proactively admitted this shortcoming, did not make any excuses and proactively offered adequate compensation. Finally, after several days all errors were eliminated to our full satisfaction. After completing the project, we made an assessment and came to an obvious conclusion:

This piece of music was not without false tones and mistakes. Sometimes something was not played according to strict musical notation but everybody knew where their place was, which instrument they were to play and when something went wrong, we proactively played the part again. Overall, the symphony was nice to listen to and if there is any further opportunity, we will be glad to start other pieces of music with OpenOne again.

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