

# From nothing to complete IT solution in just 9 weeks



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**Time was limited, when Pandora Jewelry decided to open their own English sales division in Newcastle. In close cooperation with Concare IT they managed to get their IT and office ready for staff in just 9 weeks.**

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The new department was scheduled to be ready by 5 January 2009 with IT, interior design and stock, so the approx. 25 staff on the English team could get stuck into work from the very first day. An ambitious plan, which required everything to go well. At the time, they had not even found their premises.

"In order to reach the goal we had to juggle several balls at the same time. We only had a couple of months to sort out all the practical details. While the builders worked to get the physical setting ready, Concare IT started to build the whole IT set-up with server space, software and PCs at our headquarters in Denmark. Things were tested pragmatically, so we could be sure we would be able to move a complete and fully operational system from Denmark to England".

Part of the story is that the server space had a similar high priority in Newcastle. It had to

be ready for use before the division's other spaces. All so that Concare IT's consultants could set up the IT solution, while the builders saw to the finishing touches around them.

## Constructive cooperation

In the test and implementation phase consultants from Concare IT were at work almost every day at Pandora Jewellery in Denmark. The close daily contact was amazingly beneficial. "It meant that we could take the necessary decisions quickly, adopt and stick to them afterwards. Throughout the whole process the cooperation was positive and constructive. That began already in the start-up phase, where Concare IT came up with a proposal for the set up of equipment and software, which covered all our wishes and requirements in Newcastle. "Cooperation over a number of years means that they know our way of working."

## Set up in less than a week

In mid-December, servers, PCs, laptops etc. were packed in removal boxes and transported to Newcastle, where Concare IT's people took over again. "After that, it took less than a week to get it all set up on site and prepare the system for use."

## Helped users get started

"In the first week after the opening, a consultant from Concare IT was ready to help users and get to grips with the small teething problems, which typically occur, when one starts to use a new system. These were issues such as a password not working."

The rapid, targeted implementation of the Newcastle division has given Pandora Jewelry courage to repeat the success. In this context, Concare IT has been given the responsibility of establishing the IT system in a new division in Poland.

Jewellery from Pandora Jewelry is sold in more than 25 countries all over the world and more are added all the time. In autumn 2008, Pandora Jewellery decided to take their own responsibility for sales and distribution in the important English market.



## Results

- Targeted testing and implementation of the IT system
- Close cooperation in terms of functionality and needs
- Delivery of fully operational solution
- Set-up and preparation in less than a week
- User support on location in the start-up phase

