How to Guarantee Failure of your Technology Migration Project

Technology Migrations can be complex, stressful and risky. Sometimes, the implementation partner makes them tougher. Sometimes it's the client.

At Riteway, we're committed to navigating the challenges and delivering on time and on budget, regardless of the issues.

One time though, an application migration project went completely off the rails because the client refused to listen to anyone knowledgeable or experienced. It's a cautionary tale.

Here are the 18 ways this client guaranteed failure. These could apply to any IT project.

1. **Launched an application migration project** straight after deciding on an organisation-wide restructure
2. **Ignored the need to develop a strategy** or roadmap for the migration, even though head office and nearly 50 branch offices were involved
3. **Didn't map out the process** to migrate a major on-premise application to a new vendor's cloud-based solution
4. **Didn't set a budget** for the project, because they didn't see any value in doing that
5. **Didn't track project costs** because they didn't see value in that either
6. **Didn't share essential information** with lower level managers and end-users
7. **Ran vendor-led configuration workshops for end-users** before they'd seen the new system.

8. **Ignored the Operations Manager's advice** to conduct basic user training first, so users could contribute to configuration workshops
9. **Fired the Operations Manager** when he become insistent
10. **Replaced him** with someone who wanted to please everybody, and not make waves
11. **Ignored the advice of the migration specialist group's principal** even though the group was hired for its skills and previous project successes
12. **Terminated the migration specialist group's contract** when the principal insisted that the project follow the right process
13. **Kept some of their people on the project team** but didn't give them a new leader
14. **Ignored users' resistance** to the new system because their views were not considered important
15. **Kept users in the dark** about benefits such as the ability to make decisions based on accurate data and processes
16. **Ignored everybody's advice** not to run the old and new systems concurrently
17. **Refused to change anything** even after their business program manager resigned
18. **Held none of their own people to account** for missing critical project deliverables.

Alternatively, you could do the opposite and boost the likelihood of success immeasurably.

ASK US HOW