



Transitioning two fuel cards, on two systems, to one with expert direction.

EXPERTISE

Fuel and payment processing knowledge. Translation of high level business requirements into specific technical requirements. Running workshops. Managing large numbers of stakeholders. Creating data migration plans. Aligning strategy through to execution. Challenging and questioning all aspects of the project.

Context.

TWO CARD SYSTEMS THAT NEEDED TO BECOME ONE

Z Energy bought Caltex New Zealand in June 2015 and found themselves with two fuel cards under the Caltex and Z brands, on two different card authorisation systems. First, they needed to move Caltex's StarCard off an Australian platform to Paymark, the New Zealand authorisation platform for Z card.

Moving both cards to the Paymark platform placed Z Energy in a position to implement phase two of the project. By issuing one new fuel card to replace separate Caltex and Z cards, Z were able to introduce significant new benefits to its customers. Rationalising the cards, allowed Z to simplify and standardise the highly complex processes associated with managing a fuel card platform.

A GIANT PROJECT THAT NEEDED TO BE INVISIBLE

The most important requirement of this three-year transition of 300,000 cardholders was that customers not be aware of the change, until receiving their Z Business card.

Z Energy needed to make this incredibly complex task seem like nothing to their customers.

NICHE GAPS THAT NEEDED TO BE FILLED

Z Energy recognised they needed to find special people with specific expertise. In order to embark on this high-risk and high-profile three-year project, they needed people with the right BA skills to take on these technically and culturally challenging roles.

Approach.

THE VALUE OF TRUSTED PARTNERSHIPS

Based on strong relationships with Redvespa's Market Engagement Managers, Z knew Redvespa could comprehend the skills and knowledge Business Analysts would need to assist Z Energy to achieve a successful project outcome.

Michael Laurenson, a highly experienced BA with fuel card expertise, filled a technically challenging and relationship-critical role. Michael's industry and payments' knowledge, extensively contributed to the translation of high-level business requirements into the technical requirements documents needed by Paymark. As the project progressed and additional consultants were required, Redvespa consultants Arun Radhakrishnan, Viju John and Bhavana Champion joined Michael.

MOVING TO ONE FUEL CARD

The programme had a number of streams; the core systems, integrity system, front end - all different components requiring consistent oversight which resulted in Michael's appointment as Stream Lead. By applying the principle of, 'tell them this is where we're trying to go, give them vision, technically assist them to go there', Michael knew his team was aligned with project deliverables from big picture thinking to the lowest level of detail.

A TRANSITION RATHER THAN A BIG BANG

Taking more than three years and with up to 70 people involved, the outcome of this complex project can be measured by the success of the implementation planning and its execution. For this project, there was no big bang but rather a well-designed migration strategy that took a staggered approach. Redvespa's consultants were invaluable in the part they played from the start of the project to the very end, leading intermediary steps to slowly retire the old systems and switch to the new system.

Results.

COULDN'T HAVE BEEN MORE SUCCESSFUL

Despite being among Z Energy's biggest, most complex, and high-risk projects to date, it went incredibly smoothly. Delivering more scope than originally planned, Z Energy not only has the most far-reaching network on one card, but is on a supportable new system that will see them into the future.

COULDN'T HAVE DONE IT WITHOUT REDVESPA

Michael, Arun, Viju, and Bhavna were fundamental in the success of the project, and are praised by all who worked with them. Acknowledging the success of this high magnitude, high risk, project, Vance Anderson (Key Business Stakeholder) commented,

"We associate Redvespa with high quality individuals, and they absolutely delivered".