

## Case Study



**Industry:** Technology



**Employees:** 1,000

### Company Summary:

TierPoint is a leading national provider of secure, connected IT infrastructure solutions, specializing in cloud services, colocation, and disaster recovery. With an extensive footprint of over 40 state-of-the-art data centers, they help thousands of organizations manage the complexity of hybrid IT while ensuring data protection and business continuity.

## THE CHALLENGE

### From 5 “Impossible” Hurdles to a 100% On-Time Go-Live: How TierPoint Automated Financial Complexity

Following an initial round of testing that left the team feeling uneasy, TierPoint identified a significant disconnect between the technical build and internal readiness. The project lacked a formalized PMO structure to architect a global plan, leaving leadership without a clear roadmap to navigate the final stages. Critical tasks, like specialized financial reporting and complex vendor coordination, fell outside the scope of their primary deployment partner. This gap created five “impossible” functional requirements that threatened to stall the launch or, at best, leave the finance team burdened with significant manual overhead post-go-live.

Your PM support and advisory work has been immensely helpful and assisting us with navigating this project. Without your support we wouldn't have been able to go live in a timely manner, and have a successful go live.

– **Beth Ann Petti**,  
VP – Project Lasso Program Manager

## THE SOLUTION

Kognitiv partnered with TierPoint, integrating our expert consultants directly into their team to bridge the gap between technical configuration and business operations. By working as a unified project leadership layer, we focused on three pillars of success:



### Internal Advocacy & Problem Solving

Kognitiv developed functional workarounds for the 5 “impossible” requirements, ensuring the build actually met TierPoint's complex business needs.



### Automating Manual Work

To ensure long-term scalability, we built 10 custom reports designed specifically to eliminate manual data manipulation, saving the finance team hours of weekly overhead.



### Aggressive Testing Governance

Serving as the acting Test Lead, we institutionalized proactive risk identification. We managed the successful execution of 200 test scenarios, including 20 specialized reporting scenarios authored by Kognitiv, to guarantee 100% data integrity at launch.

## THE IMPACT



### Go-Live Success

100% On-Time Completion



### Problem Solving

5 “Impossible” Requirements Solved via Custom Workarounds



### Operational Efficiency

10 Custom Reports Built to Eliminate Manual Work



### Technical Scope

10 Integrations & 200 Scenarios Managed to Completion

### Key Takeaways

This partnership centered on two critical pillars:

1. Strategic Risk Mitigation
2. Internal Advocacy

Kognitiv's expert-guided optimization provided TierPoint with a future-proof technical blueprint. By implementing standardized governance and a formalized project management engine, the team achieved a flawless launch and unblocked internal productivity through automated vendor coordination.

