



# Case Study

## Retail chain partners with OnX Canada sister company to meet divestiture timeline



### Client: North American retail chain

A U.S.-based convenience store and gas station chain with locations throughout the U.S. and Canada was sold by its parent company and acquired by a multinational convenience store. At the time of the transaction, the client had nearly 4,000 stores.

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>A recent divestiture required a substantial investment of IT resources, with the client’s existing network lacking capacity for the task.</li> </ul>	<ul style="list-style-type: none"> <li>CBTS provided four teams of specialists with the cloud, security, and application support skills needed for the divestiture process.</li> </ul>	<ul style="list-style-type: none"> <li>The client’s divestiture was completed on a tight deadline with minimal disruptions to day-to-day operations.</li> </ul>
<ul style="list-style-type: none"> <li>The client had a limited budget and strict accounting standards to work around.</li> </ul>	<ul style="list-style-type: none"> <li>These CBTS specialists worked directly with the client’s IT staff to stay aligned on strategy and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>CBTS was chosen as the client’s primary IT services provider for future technology implementations.</li> </ul>
<ul style="list-style-type: none"> <li>The client also had limited skilled IT personnel to support the divestiture process.</li> </ul>	<ul style="list-style-type: none"> <li>A custom pricing model was created for the client and each resource was hand-picked for their needs.</li> </ul>	<ul style="list-style-type: none"> <li>CBTS continues to be involved with the client’s network integrations.</li> </ul>

## Challenge

Originally a subsidiary of a large American petroleum refining company, the client was founded as a large volume self-service gas station and convenience store and was expanded quickly through a number of mergers and acquisitions.

When the parent company decided to sell the chain, they soon realized the divestiture would require substantial IT resources to unravel its complex IT environment without disrupting day-to-day operations.

A major complication of this process was that the company had limited financial resources and stringent accounting standards for any divestiture IT expenditures.

## Solution

Four teams of CBTS skilled IT experts were assigned to support the company's divestiture initiatives within multiple areas of the organization, including infrastructure, network, security, and applications. Each team was led by an embedded CBTS project lead who communicated directly with the company's IT leadership on a daily basis to align on strategy and implementation. Each of these teams consisted of the following skilled experts:

- Project lead
- Lead technical developer
- Senior developer
- Software development engineer

In addition, a custom pricing model was created for the company that included revenue-based rebates and flat-rate billing to accommodate their accounting standards and need for predictable monthly costs.

### Revenue-Based Rebates + Flat Rate Billing

<\$500K  
\$500K - \$1M  
\$1M - \$2M

## Results

The divestiture was completed with very limited disruptions to day-to-day operations. Additionally, CBTS was chosen as the primary IT partner for the chain moving forward.

Up to 65 CBTS IT resources continue to be engaged at the company as they turn to integrate their IT environment with the new corporate owner.

Contact OnX for more information on how your enterprise can execute a complex IT network transition without disrupting daily operations.

