Realising digital ambitions

How Calor overcame its digital challenges with the use of expertise and specialists

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Calor's digital challenges

Calor Gas, the UK's leading LPG supplier and part of the SHV Energy Group, faced several digital-related challenges across various company teams.

1. Need for .NET code expertise

Two main applications within the Commercial Apps portfolio are written in .NET code. The technical architecture of the portfolio needed to be developed and optimized to rationalise its application estate (SaaS-first strategy) and establish an application-managed service (AMS).

2. Continuous Incident Management

An experienced support lead was needed to manage incidents for all business-critical apps in the Operational Apps portfolio.

3. Salesforce support

Calor needed a partner to take over the Salesforce AMS team and provide a solution for the Salesforce technical debt and increasing backlog.

Solution
A blended team of experts

What all challenges had in common was **the need for resources, expertise and knowledge**. Luckily, a partner was found who could tackle these challenges: Conclusion Experience.

As Calor and Conclusion Experience are both part of the SHV Group, it made sense to contact them and explore the possibility of a collaboration.

After assessing Calor's challenges, Conclusion Experience proposed various solutions by deploying 'blended' teams of experts. With 460 digital professionals specialising in a broad range of technologies and services, Conclusion Experience could compose multiple teams of experts realising the various assignments.

The existing connections and prior experience within SHV guaranteed a smooth and rapid start.

What was delivered?
The results

15
Digital experts delivered

9
Internal teams helped

7.500
hours of digital support

Solution: The following experts and (blended) teams were added to the Calor digital workforce:

An experienced .NET Lead Developer

Within two weeks, an experienced .NET developer started. He took the lead by assisting in reverse engineering and providing continuous support related to defect resolution, testing, and deployment.

A team of .NET Experts (8 experts)

Supporting the Lead, a team of .NET specialists was composed, including Backend developers, Full-Stack developers and QA specialists. The team provides AMS support for the Commercial Apps portfolio by handling all bugs, incidents, and requests. They also work on optimisation and development of the portals.

A Business Analyst

A Business Analyst was added and started managing the core applications (focusing on ORTEC) regarding solution design, architecture ownership, issue monitoring, vendor management, and incident and calamity management.

A team of Salesforce Experts (5 experts)

A team of Technical and Functional Support consultants, a Senior Architect and a Scrum Master were made responsible for all Salesforce-related tasks. This includes ongoing managed services, continuous development activities, tackling technical debt and an increasing backlog.

Blended teams, straight forward results

Conclusion Experience offers Calor knowledge and experience by deploying blended teams. In ongoing consultation with Calor, we provide a group of experts that can be easily and quickly adjusted to achieve specific objectives of various phases.

The agreement between Calor and Conclusion Experience also guaranteed a smooth and rapid start. Once a new team is needed or an assignment arises, both parties can sign a simple and concise statement of work.

> "The varied and knowledgeable teams of Conclusion Experience can adapt rapidly to program changes or adjusted objectives and are easy to scale up or down."
>
> **Tracy Vernum-Cooke** | Tech & Digital Service Owner

About Conclusion Experience

Over 500+ strategists, developers, designers, analysts, marketers and other digital specialists are available to help you build the digital experiences of the future. For years, we have been helping brands like KLM, WWF, Brunel, and SHV Energy move forward. We are part of the Conclusion ecosystem within SHV.

CONCLUSION
EXPERIENCE

The best way to solve digital challenges is with **skilled digital teams.**

Conclusion Experience provides digital experts for SHV companies that need to tackle their digital problems **NOW**. Create a team of specialists to bridge knowledge gaps, solve your challenges, and change or replace new team members whenever necessary.

With our prior experience within SHV, we can provide support quickly and without hassle.

More info? Get in touch!

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