



Daimler Trucks North America (DTNA)

Business Continuation Project
Portland, Oregon to Fort Mill, South Carolina
Completion: August 2008

FAST STATS:

- Relocation of 430 employees in three phases to ensure 24/7 business continuity supporting 800 dealers and eight truck lines throughout United States, Canada, Mexico, and more than 35 countries
- Departments being relocated included Daimler Truck Financial, Marketing, Parts & Service, Sales, and Customized Application Engineering from Portland, Oregon, Lisle, Illinois, and Detroit, Michigan
- The Business Continuation process required close collaboration between DTNA Leadership, Architectural Design Consultants, Human Resources, Developers, and Steelcase Distributor coordinating sourcing
- Brands Impacted: 187,000 units including Freightliner Trucks, Sterling Trucks, Western Star Trucks, Thomas Built Buses, Freightliner Custom Chassis, Alliance Parts, Detroit Diesel

Overview:

In April 2008, Daimler Truck North America (DTNA) requested that Lile International participate in a highly confidential project to relocate departments and services that supported nearly 800 tractor and shuttle bus dealers. Lile International's role was to create and lead a logistics plan and actively participate as a member of DTNA's Business Transformation Team (BCT).

The BCT's mission was to ensure that all departments were informed about the relocation and felt comfortable during the process, customers were not impacted, and the plan was seamlessly executed. The logistics of the 2800 mile coast to coast relocation included an in-transit merge of Daimler's IT Department and Financial Group from the Mid-West, and involved over two thousand action items outlined in the BCT Master Project Plan. The complexity of the relocation required significant sensitivity to change, an understanding of the departments that were relocating, and a proactive approach by the entire Business Transformation Team.

Lile International's Project Team consisted of a Senior Project Manager interfacing with BCT and supporting groups at both origin and destination. A key step included a third party logistics team that was created at destination to act as the conduit for destination relocation and project management. The Master Project Plan required close coordination with IT, Building Trades, Koll Development, and facility teams to meet the occupancy dates, inspections, and action item requirements to ensure occupancy dates were achieved.

The BCT effort met all internal milestones to the complete satisfaction of employees and customers. The project was a 24 month effort to fulfill the DTNA vision to have a geographically diverse organization operate under one roof to service 800 dealers and their corporate and independent operators while ensuring the company vision and aspirations were achieved.

Whether it is a small office move or a complex, multi-site, large office move with sensitive equipment, Lile's Office and Business Relocation services are your trusted source for on-time and on-budget move. Our job is to take care of your move so you can focus on your business.