



Resultant



The Milk Bank

Keeping a Critical Service in Operation Through a Complex Move

THE SITUATION

The Milk Bank realized it lacked the necessary space to fulfill its mission when its current pasteurization area couldn't keep up with donations. With incoming donations bringing in more milk than the location could handle, The Milk Bank began the search for a new office location and turned to Resultant to oversee the intricate details of planning and executing the move.



SETTING THE STAGE

Pasteurized donor human milk has been used in the United States for more than 90 years to help ailing babies. Studies continue to reveal the benefits in improving outcomes for premature infants. As more people come to understand the benefits of donor human milk, the demand continues to not only grow but surpass the current supply.

The Milk Bank works daily to fill that gap. The organization had grown by about 600% and was out of space for donations. Understanding the complexity of planning and executing a move, especially of precious cargo, The Milk Bank turned to its technology partner, Resultant, for help ensuring retention and security of data, a smooth transition with minimal downtime of computer-driven processes, and the ability to close on Friday, move, and reopen on Monday.

THE RESULTANT APPROACH

The Resultant team started with a walkthrough of The Milk Bank's new space to understand how the space would function, bringing together the cabling vendor, general contractor, and space planner to determine where furniture, electrical, and cabling should be placed.

Serving as project manager, Resultant worked with individual vendors, including the Internet service provider (ISP) to establish Internet services, the telecommunications provider to move in phone equipment, and the general contractor to ensure electrical was properly set up. As the move-in date neared, communication became a primary focus. We ensured The Milk Bank staff was prepared for the move and that vendors were aligned and expectations were set across the board.

On move-in day, Resultant moved the physical equipment into the new office space, built The Milk Bank's network rack, implemented a new wireless system, and ensured services were successfully transitioned and functional for work as usual on Monday morning.



THE OUTCOME

Office moves are complex undertakings that require organizational and cultural change, technology planning and implementation, logistics management, and even financial planning. The Milk Bank, through careful advanced planning, is now fully functioning in its new office space and set up for future growth.

Operating in an industry that requires proprietary software, many of The Milk Bank's processes are computer driven, and information is retained in its database. During the move, careful planning ensured the data was secured and retained. With additional square footage, The Milk Bank now has the space it needs to grow and the up-to-date technology in place to operate more effectively. The Milk Bank added a scrub room, pasteurization area, lactation room, main conference room, a walk-in double freezer with remote connectivity, and a completely new wireless system with four separate zones to ensure its systems are always functioning.



I have experienced several office moves during my career, and there always seems to be one thing that slows everything down. Resultant anticipated all of those needs and understood how crucial it was that we move and continue production with as little downtime as possible."

JENNY PEMBERTON
DONOR MILK SPECIALIST, THE
MILK BANK