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# Project Management and Delivery of Expectations in Reduced Timeframe and Adverse Environment



April 2015

## Background

Gogo is a US based, leading global aero-communications service provider that offers in-flight Internet, entertainment, text messaging, voice and a host of other communication related services to the commercial and business aviation markets. It has more than 800 employees and has over 2100 commercial aircraft and 6600 business aircraft flying with its solutions.

## Business Insight

This white paper outlines the challenges the company was facing and solutions designed and implemented by Alexson Solutions and the results from those strategies and actions.

## Problem Faced

Gogo's technology has to be delivered via a network of ground to air antennas, often located in remote and hard to reach areas. These sites faced a number of challenges:

- Locations on mountaintops or in deep remote bush.
- Imminent arrival of winter weather.
- Delay in delivery of antennas.
- Company personnel not familiar with local terrain or geography.
- Main advising consultant's relationship being adversely affected.



## Proposed Solutions

Alexson Solutions was specifically brought in as a sub-contracted consultant to manage the construction project and re-build Gogo relationship.

### Introduction & Application of Solutions – British Columbia

- The GoGo Kelowna project was being managed by a very tight timeline due to the winter season arriving in the mountains. GoGo placed a hold on the Kelowna project as they could not source antennas.
- During this time we recommended GoGo at least start the road repair to get up to the mountain so the project window could be extended in to the fall. Even during the dry season, the road is so rough, only 4x4s are able to traverse this 10km road and it takes over an hour to drive.
- By the time the project was re-started there were just a few weeks of possible work for the hydro crews before winter set in and everyone would have to be off the mountain. Despite GoGo's refusal to put a disaster plan in place, we went ahead and worked with lead construction manager and company to have a back-up in place.
- Following 1.5 days of failed delivery on the guaranteed service by the trucking company (hired by GoGo) the back-up plan was required. With just a week left before everyone had to be off the mountain GoGo approved the back-up plan and we implemented and delivered the project on time.
- Similar challenges were faced during ice storms in Ontario.

## Results / Conclusion

All 12 sites contracted to be constructed were implemented and delivered on time.

## Appendices

### Appendix A –Testimonial

*"The site design and engineering services were outstanding, showing high quality and excellent professionalism. Thank you very much for taking care of this project. You made a huge difference. The construction management services suffered some bumps in the road, facing multiple challenges, but at the end of the day, all 12 sites site were built and are currently broadcasting."*