

## CASE STUDY

# ENGINEERING VENDOR TRANSITION SUPPORT

## Queensland Coal Port

### Objective

Xenco led a structured transition program to manage the withdrawal of a long-standing engineering service provider from a large Queensland Coal port. The objective was to ensure continuity by preserving essential intellectual property, onboarding capable replacement vendors, and maintaining the organisation's ability to deliver capital projects and respond to technical challenges. Our role was to mitigate operational risk, safeguard institutional knowledge, and support a smooth shift to a more resilient and cost-effective service model.

### The Challenges

Managing the exit of a long-standing engineering partner presented a complex set of operational and strategic risks. The key challenges included:

- Safeguarding critical engineering IP and historical project data built over 35+ years, to avoid rework, delays, or compliance failures.
- Without a pre-established network of replacement vendors, there was significant exposure to delayed maintenance and capital project setbacks.
- The transition had to be fully executed before the provider's exit date to avoid operational interruptions.
- Transferring a vast and technically detailed dataset while preserving structure, accuracy, and long-term usability.
- With no pre-qualified vendors, rapid procurement and evaluation were critical to securing reliable and cost-effective engineering support.

## AT A GLANCE

### Challenges

- Loss of critical knowledge and IP
- Risk of operational disruption
- Tight turnaround before provider's exit date
- Complex data transfer
- Vendor and commercial risk

### Benefits

- **Cost reduction of 15-22%** compared to original vendor
- **157GB** of historical asset and project data organized to safeguard 35+ years of knowledge
- Transition completed by vendor exit date
- Established a vetted vendor ecosystem for improved procurement agility

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

Xenco

Support@xencoservices.com

1300 936 261 | xencoservices.com

## Our Approach

Xenco led a structured, phased transition program designed to mitigate risk, secure critical knowledge, and ensure operational continuity. The approach was governed through four key stages:

### Planning

Xenco began by defining the scope and risk profile through detailed data analysis and site verification.

- Facilitated collaborative risk workshops with all stakeholders to identify critical knowledge and service elements.
- Developed a comprehensive Transition Plan, prioritising high-value data, systems, and functions essential for ongoing operations.

### Execution

We then led a focused execution phase to secure vendor continuity and safeguard critical knowledge.

- Managed a rigorous RFQ and vendor selection process to appoint fit-for-purpose engineering partners.
- Oversaw secure transfer of extensive engineering data, developed a navigation guide, and backups to ensure data integrity.

### Review

We then conducted a thorough review to ensure all transition objectives were met.

- Confirmed completion of all deliverables and formal handover of residual risks to internal teams.
- Validated readiness for independent operation without transition support.

### Post-Transition Support

We enabled a smooth transition into a sustainable operating model supported by new vendors.

- Established a diversified vendor framework to reduce dependency and enhance service resilience.
- Provided documentation and strategic procurement recommendations to guide future sourcing decisions.

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

#### Contact us

Xenco  
Support@xencoservices.com  
1300 936 261 | xencoservices.com

## Our Result

Xenco delivered a successful transition with significant, measurable outcomes:

- Identified suitable vendors delivering an estimated **15–22% cost reduction** compared to historical rates, with overall project costs kept at 86% of budget during planning and 51% during execution and review.
- Transferred and organised **157GB of vital asset and project data**, safeguarding over 35 years of engineering knowledge, supported by clear, user-friendly documentation for ongoing access.
- Met all quality standards and completed the transition on schedule by the provider exit date with zero service interruptions.
- Established a vetted vendor ecosystem, improving procurement agility and reducing time for future sourcing activities.
- Provided a full audit trail of the transition, demonstrating a structured, strategic approach to vendor change and risk mitigation.



Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

Xenco  
Support@xencoservices.com  
1300 936 261 | xencoservices.com