

Case Study

Revolutionizing Retail: How an Interim CIO's Tech Transformation Fueled E-commerce Growth in 6 Months

The Challenges

This case study examines an e-commerce company with an outdated tech stack that led to frequent outages, scalability issues. Other challenges included an underperforming development team, a lack of architectural vision, and project management problems. Solutions were needed to address these challenges and drive business growth.

The Objectives

- Enhance Stability and Performance: Stabilize legacy tech code to reduce outages and improve reliability.
- Establish a Strategic IT Architecture Roadmap: Develop a high-level IT architecture roadmap aligned with long-term goals for scalability and growth.
- Restructure and Cultivate High-Performing Teams: Replace underperforming tech leadership and optimize team structure for improved collaboration and efficiency.
- Streamline Project Execution: Implement effective project management frameworks to deliver projects on time and within budget.
- Implement Efficient Software Development Processes: Streamline development, testing, and deployment for faster time-to-market

The Results

Fortium Partners' Interim CIO/CTO implemented solutions that resulted in significant improvements for the client. The firm replaced underperforming technology leadership, enhanced the stability of legacy products, and enabled scalability with a new e-commerce architecture. New development teams and improved project management processes led to increased delivery speed and better budget control. Overall, the transformation streamlined operations in less than 6 months and positioned the client for continued success in their growth phase.

Client Profile

- Unique ecommerce company with innovative retail experience
- High growth and recent IPO for further expansion
- Annual sales: ~ \$400 Mil.
- ~ 450 employees
- Primarily focused on the US market, expanding internationally
- Industry: Retail and ecommerce
- Private Equity-owned with active strategic direction