

CASE STUDY

Ronin Group and Tranzit Group

Driving an innovative partnership

With rapid business growth and an ongoing commitment to expanding their environmentally friendly fleet, Tranzit Group identified the need to instigate a digital transformation plan to future proof the organisation. Ronin Group were brought onboard to assist Tranzit develop and execute the change journey to find smarter, safer ways to meet New Zealand's growing transport needs.

Founded in 1924, Tranzit Group are a family-owned and operated transport and tourism company providing a wide range of transport options and superior service delivery to New Zealanders from Cape Reinga to Bluff. Some of their well-known brands include Tranzit Coachlines, Tranzit Tours, Tranzit InterCity, Pacific Tourways, and Tranzurban Wellington.

Tranzurban was the first to introduce electric battery powered double decker (EVDD) vehicles to Wellington Central, a first in the Southern Hemisphere. Their growing sustainable fleet includes 11 EVDD and 225 Euro 6 diesel buses, which all meet the highest global emission standards. By the end of 2022, 31 new locally built EVDDs will enter into service across the city.

With a resolute commitment to clean and reliable group transport and travel service delivery, Tranzit recognised the need to shift towards improved digital systems, processes and technology to support and enhance their transformation strategy and looked to Ronin to help make it happen.

Improved digital systems are a source of value creation by providing cost savings, increased revenues, improved performance, and satisfaction of employees and customers alike. Ronin's focus was to support Tranzit to identify new ways of working and then create the new capabilities needed to realise them.

After our initial engagement, we reviewed Tranzit's existing digital strategy roadmap with a particular focus on the technical landscape and a systems replacement plan. After full board buy-in and project sponsorship the first stage of the multi-year phased delivery approach was launched.

This began with development of an RFP for four of five workstreams covering financial, payroll, workshop/vehicle maintenance and intranet systems. Ronin project managed the RFP for final vendor selection, engagement and onboarding processes.

continued →

With vendor engagement well underway, Ronin continue to work with Tranzit providing ongoing support and advice to make sure the digital transformation plan is rolled out successfully. We run regular reviews and workshops, assist with technical advocacy for third-party vendors, and ultimately provide overarching assurance of project governance and management to Tranzit's Board and owners.

“Ronin took the time to understand our objectives and then carefully match their consultants to the needs we have. The team are really easy to do business with.”

DAVID MOFFITT - CHIEF FINANCIAL OFFICER AT TRANZIT

What makes the partnership a success?

- **From the outset our open, relaxed culture and communication style built a strong relationship with Tranzit.** As a team, we never stand on ceremony. We prefer real conversations to quickly create rapport and thoroughly understand each of our clients' specific challenges and project requirements before we get started. We got to the heart of Tranzit's needs quickly, cementing a trusted client connection backed up by our broad technical expertise. Our flexible project management approach means we can accommodate the changes that inevitably arise in a fast-moving business environment.
- **Ronin's chosen consultant was an ideal cultural fit across the organisation.** Once we had a deep understanding of the overall project and client-side team dynamic, we were able to match our ideal consultant with the specific skill-sets to integrate quickly and effectively. From managing high-level strategy and project governance through to tactical delivery requirements, our carefully chosen consultant added key capabilities and value at every level.
- **The Ronin and Tranzit project teams integrated seamlessly.** We don't believe a 'one size fits all' mindset is the best way to create an effective project team. We make sure the onboarding process is handled respectfully, with careful integration of our consultants, building trust and joining forces to bring together the most effective people, combining knowledge and expertise for a shared common goal and successful project outcome.

How can we help you?

We'd love to understand what's standing between you and success. Visit our website to find out more or drop us an email and we'll be touch. Even better, call us - we're still big fans of an old fashioned phone call.