

The Milk Bank Office Move

OFFICE MOVE SUPPORTS NEW TECHNOLOGY LEADING TO INCREASED PRODUCTION



When The Milk Bank began to experience a strain on its current resources, it was time to pursue a new office space that could accommodate the need for increased production of donor milk.

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 growing at a steady pace, bringing in more milk than the location could handle, The Milk Bank began the search for a new office location.

Having moved a few times in the past, The Milk Bank recognized there are many intricate details to be considered while planning, and during execution, that can lead to the success or failure of an office move. Needing to focus on its precious cargo, The Milk Bank turned to its technology partner, Resultant, to assist with the move.

The Milk Bank searched for a year and half before it found the perfect space. With the location approved, the following goals for the move were outlined:

- ✓ Retention and security of data
- ✓ Smooth transition with minimal down time of computer-driven processes
- ✓ Business closure on Friday, reopening the following Monday



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We started out small, delivering 5,000 ounces of milk our first year. Last year, we sent over 330,000 ounces. Our goal is to continue to grow, gain more donors, and educate more people about the need for breast milk.

JANICE O’ROURKE
EXECUTIVE DIRECTOR

THE SITUATION

Pasteurized donor human milk has been used in the United States for more than 90 years to assist ailing babies. Studies continue to reveal the benefits in improving the growth, and short- and long-term 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.¹ The Milk Bank works daily to fill that gap.

The Milk Bank, a not-for-profit organization founded in 2005, serves to promote community health by expanding the safe use of pasteurized donor human milk for all babies, especially those in hospital neonatal intensive care units.

At The Milk Bank, they believe:

- Safe human milk offers the best health care outcomes for premature and ill infants
- Human milk should be available to all ill and premature infants
- An educated community understands the need for human milk for all babies
- Pasteurized donor human milk decreases health care costs

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Throughout the years, Resultant has performed multiple office moves. This experience has helped us know what to expect, call out potential pinch points, and get ahead of potential challenges before they affect the client.

SCOTT SCHOENHERR

BUSINESS TECHNOLOGY TEAM LEAD

Pinch Points

The small details that may cause major disruption in work and headaches for employees, as well as unexpected fees for the organization.

THE RESULTANT APPROACH: PARTNERSHIP

With the new space secured, Resultant organized a walkthrough. Serving as a critical first step, the walkthrough lays a blueprint for how the space will function. Resultant brought together the cabling vendor, general contractor, and space planner, to determine where furniture, electrical, and cabling needed to be placed.

Serving as the 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. Resultant ensured The Milk Bank staff was prepared for the move—explaining when services were going to be available and when system outages were expected. In addition, Resultant made sure vendors were aligned and expectations were set across the board. This is a key component of any technology implementation, but exceptionally important during an office move.

On the day of the move, each Milk Bank employee was handed a five gallon Ziploc bag. To help keep everything organized and to ensure quick setup at the new space, employees placed their keyboards, mice, and cables in to the individually labeled bag. Resultant then reassembled from these bags at the new office.

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.

“We were in production at our old facility until the very last minute. The weekend we moved, we knew our job was to focus on the milk, transport it safely, and be ready to pasteurize first thing on Monday. We didn't have time to worry about moving servers, making sure computers were connected, or that we had Internet access. Resultant took care of that for us,” stated Jenny Pemperton, Donor Milk Specialist.

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During the move, we didn't have any trouble with the technology, but some of the vendors gave us grief. There was actually a time when Scott was here at one in the morning to meet with vendors to get us up and running and ensure we didn't have any issues. Working with Resultant has been great.

JANICE O'ROURKE

EXECUTIVE DIRECTOR



OVERCOMING UNPREDICTABLE CIRCUMSTANCES

Even with careful planning, unpredictable circumstances arise during an office move. During The Milk Bank's move, Resultant responded to one specific challenge in a timely manner and achieved resolution, which otherwise could have led to a disruption in production.

After setting a move-in date, and having movers and vendors in place, it was discovered that belated city permits were delaying construction. The building wasn't ready. Specifically, the pasteurization equipment and new smart kitchen freezer, which relied on an Internet connection, were not in place leaving The Milk Bank without storage for the milk.

Resultant was quick to act. By establishing a hotspot at the old Milk Bank location, both sites remained operational and in turn saved the milk. After a week, the new building was officially ready, and Resultant assisted The Milk Bank with moving the pasteurization equipment. Employees were back together again.

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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 down time as possible. They planned in advanced and identified exactly what improvements needed to be made in the new office.

JENNY PEMBERTON
DONOR MILK SPECIALIST

THE OUTCOME

Office moves are complex undertakings requiring 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 steps were taken to ensure the data was secured and retained.

With additional square footage, The Milk Bank now has the space needed 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.

FUTURE OUTLOOK

Prepared for growth, The Milk Bank plans to use this expanded capacity to target new areas to serve infants around the country. Resultant will continue to support The Milk's Bank mission by providing worry-free technology management to the organization.

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Resultant has allowed us to function as a full-fledged milk bank and not have to worry about how the technology is going to work.

JANICE O'ROURKE
EXECUTIVE DIRECTOR

ABOUT RESULTANT

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through outcomes built on solutions rooted in data analytics, technology, and management consulting, Resultant serves as a true partner by solving problems with our clients, rather than for them.

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