

How We Helped a Nonprofit Cut Project Chaos in Half

At Resilio Partners, we specialize in bringing clarity and momentum to projects teetering on the edge of failure. One such engagement involved a large, national nonprofit dedicated to supporting retirement benefits for tens of thousands of individuals and their families. When their internal team realized their major SaaS migration was behind schedule--and facing a hard shutdown date--we were brought in to stabilize and deliver under pressure.

The Challenge

The organization had a looming June deadline to complete their migration from a legacy system that was scheduled to be decommissioned. The problem? By the time we were contacted in March, not a single document had been migrated--and there were nearly 2 million files that needed to be moved.

Communication breakdowns between third-party vendors, internal IT, department leads, and the PMO team were stalling progress. Tensions were high. If the migration failed, critical retirement services would be disrupted, leaving the organization--and its beneficiaries--exposed.

Our Role

Resilio Partners was brought in initially as a business analysis and project rescue resource. We were tasked with gathering requirements across departments, aligning stakeholders, streamlining vendor communications, and ultimately getting the project back on track--on time and within budget.

Our Approach

We took immediate action by:

- Facilitating alignment meetings with department SMEs, vendors, and the internal PMO to clarify business needs and uncover blockers.
- Securing a strategic extension of the legacy system's shutdown to August, which gave us enough runway to properly complete the migration and develop training.
- Listening to resistance, particularly from one key department, and proactively incorporating their feedback to ease the transition.
- Rebuilding project documentation and switching from a rigid waterfall method to an agile approach, allowing us to manage complexity and pivot rapidly.

The Results

- By July, we had migrated 95% of documents thanks to a new vendor partner using an API-driven structure.
- By mid-August, the full migration was complete--and the system was fully configured.
- By September, we launched training across all departments in three structured sessions.
- The success of this phase led to an extension of the original 6-month contract, with Resilio Partners brought in to lead future project phases.

Our Reflection

We're proud of how quickly the team rallied to rescue a project on the brink of collapse. When leadership, clear communication, and flexibility are prioritized--even the most chaotic initiatives can be turned around.

For anyone facing similar challenges, remember:

"Don't be afraid to speak up, challenge inertia, and lead with purpose. The results will follow."

Need help rescuing your project or preparing for a critical migration?

Book a free consultation with us: <https://calendly.com/jon-irwin-resilio-partners/30min>