OPTIMISING PROJECT DELIVERY CAPACITY?
WE DID IT FOR THIS CLIENT.

THE CLIENT

A global software company providing cloud computing and virtualisation software and services had outgrown their in-house project management capability. Business growth had resulted in a greater number of complex projects which needed supporting across a wide geography. More project managers were required on the front end of delivery, so the reliance on accurate, accessible data for management information was greater than ever.

What our client needed was an effective, sustainable way of scaling up their project delivery capacity: one that would reduce escalations, optimise timely delivery, and minimise reliance on third-party suppliers.

OUR APPROACH

smart/tasking began with a company-wide 'discovery' piece, to help us get to know key stakeholders, understand priorities, and identify any underlying issues. It's surprising how many answers can be found close to the surface – but which remain hidden if you're swimming in familiar water! Once we'd established good relationships and buy-in across the business, we set to work placing a team of experienced migration project managers, with a PMO (project management office) to coordinate activity. Next, we conducted a detailed assessment and gap analysis, to help us spot where and how we could make rapid improvements. All of this was captured on a management information dashboard – so that our client's project managers and leadership could see, at a glance, progress right across the business.

GREAT RESULTS

As a direct result of our support, the company increased efficiency by 17% and reduced escalations by an incredible 48%. Additionally, they improved customer satisfaction to the highest-ever levels. We were delighted to hear that our client now formally regards this project as an exemplary model of what success really looks like.

Most of all, we are proud to report that our legacy has become a fundamental element of the company's future operating model.

TAKING A LONG, HARD LOOK AT YOUR OWN PROJECT DELIVERY CAPACITY?
TALK TO SMART/TASKING. LET'S OPTIMISE.

smart/tasking

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