CASE
STUDY

**BPO Services Provider
Leverages Resource
Utilization & Improves
Effort Management**

NDS
Architect | Integrate | Support

CUSTOMER PROFILE

The company is headquartered in California, with R&D centers in US and India and sales offices in the US, UK and Australia.

The company provides cloud-based customer engagement solutions that empower customers to interact with companies through the web, mobile, chat, social, and phone.

The company works with brands within the financial services, retail, telecommunications, technology, and travel industries.

BUSINESS CHALLENGE

In 2013, the company's Innovation Labs implemented MS Project Online but were unable to leverage all the features of the solution to the required extent with their previous implementation partner. This led to the company utilizing the solution as a timesheet management tool.

With an understanding of what was at stake, the company realized that it needed to put the practices and processes in place and utilize all the features of the solution to boost their operations.

CASE STUDY

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SOLUTION

Before the solution from NDS was implemented, the solution was utilized by the company as:

- The project management was being measured only against timesheet performance by leadership team
- Project effort data for analysis was as per the input provided from Project Managers. There was no variance analysis available as per pricing, actual efforts taken by team members, no EVM cost analysis available
- Project Collaboration, data repository, Resource management was being done offline
- No end to end time phase defined from project creation till project closure
- No availability of portfolio information accurately, real-time.

NDS implemented the best practices and methods and conducted workshops and trainings to end-users as below:

- Proper closure of projects conducted by project managers to ensure that the assignments are not available to resources to report time post closure of projects
- Proper resource allocations done by managers as a result of which the resource availability will help deciding future assignments
- New template for projects following agile methodology for the Product engineering team
- New template for the support/business as usual team which can be used for planning long term projects.
- Task tracking based on actuals reported by users using Single entry mode
- Proper variance and progress calculation of projects based on the reported actuals
- Real time timesheet reports which will help managers identify the timesheet submission status
- Macro for Resource Availability report which will help project managers and resource managers to plan resource assignments based on future availability.
- New UI for project creation based on cascading logic which is integrated with Salesforce data
- PMO set-up for which will ensure smooth transition of project tasks
- Portfolio management based on data from projects
- Further integration of tools and applications across the organization which will help integrate the various departments with Innovation Labs.
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BENEFITS

The company finally found the right tool for their well-defined processes and governance. Some key benefits included:

- Consistent well defined methodology and workflows. It is crucial for an organization to define and implement a methodology that best fits their environment.
- Task updates based tracking for variance calculation
- Actual work based planning enabled to provide information on projected/estimated closure of the project/ achievement of milestones
- Real time reports provide data updates before the scheduled daily download updates
- Cascading screen integrated with salesforce data enabling tracking projects based on their opportunities and status
- Macro based report to provide resource forecasting and planning tracker for individual managers
- Adoption of best industry practices ensures tracking all project attributes and features better to analyse
- Suggested portfolio views enables analysis of project portfolios for leaders
- End to end project and resource management and planning ensuring proper utilization of resources.

TECHNOLOGY

P🕮 Project

ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.

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