



CASE
STUDY

India's Leading Infrastructure Finance Bank Boosts it's Launch Program Management

CUSTOMER PROFILE

The bank is headquartered in Mumbai and is an integrated infrastructure finance company.

The bank's main business is to provide finance for infrastructure projects including through ownership of infrastructure assets.

They operate a full range of business lines, from project and corporate finance to asset management (mutual funds and alternatives) and investment banking.

BUSINESS CHALLENGE

Since 2005, the bank has built on vision to be the 'one firm' that looks after the diverse needs of infrastructure development. Whether it is financial intermediation for infrastructure projects and services, adding value through innovative products to the infrastructure value chain or asset maintenance of existing infrastructure projects, the bank focused on supporting companies to get the best return on investments.

In addition to the huge task of setting up a new bank, it faced the following issues and resolving was essential for timely and quality delivery of solutions for their customers.

- Growth in number of projects and complexities involved in managing those projects effectively.
- Disconnected systems and disjointed processes and lack of governance, standardization and visibility across the portfolio.
- Desire for a unified and collaborative PPM solution.



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SOLUTION

In 2014 August, the bank considered its available options for a comprehensive project management solution, taking a look at the project management solution from NDS Global before deciding to implement the Microsoft Enterprise Project and Portfolio Management (PPM) Solution.

After choosing the Microsoft PPM Solution, the bank looked for a partner to help implement the solution and help them in their bank launch program scheduled on 1st October 2015 (Soft Launch). Microsoft India recommended NDS Global, a Microsoft Gold Certified Partner.

NDS Global had the technical expertise the bank needed, as well as a range of experience with different project management methodologies. The bank worked with NDS Global to enhance the organization's project management skills and launch the bank successfully.

The PPM Solution helped them to meet the following business imperatives:

- Proactively and reactively manage resources throughout the project lifecycle
- Easily create and communicate simple and complex project schedules
- Simplify the collection of time and task status updates from team members
- Better connect disparate teams to share information and drive collaboration
- Identify, mitigate, and communicate issues and risks that could adversely affect project success
- Effectively measure project performance and gain visibility and control across all portfolios.

The PPM Solution provided the bank a centralized location for all resources and related information, improving and simplifying resource management. Offering enhanced visibility and control, the Resource Center View helped EPMOs to quickly check the overall employees count with active/inactive user status. Adopting best-practice resource management techniques helped the bank to accomplish the following:

- Gain visibility and control using an enterprise resource pool
- Proactively compare capacity to demand to maximize resource utilization
- Find the right people for the project
- Intuitively manage resource assignments and overcome conflicts

With PPM Solution, the bank project managers got the flexibility to build and edit schedules on their computer desktop as well as online. With the online interface the use of scheduling capabilities the team was able to plan, schedule, and manage tasks more effectively giving them the flexibility they need to get work done. The online interface helped project manager's to quickly build simple and complex schedules online and conveniently edit projects in the browser from any location.

- Adopting best-practice scheduling methodologies and tools helped them
- Create and update schedules from the desktop or online
- Get started quickly and use best practices
- Effectively control and analyse schedules
- Easily communicate schedule information

TECHNOLOGY



SOLUTION

The PPM solution supported the bank in issues and risk identification from the earliest stage of project analysis through the final stages of project execution and benefit realization. The solution provided a central location for identifying and managing issues and risks. Offering standard processes for definition, assessment, escalation, and resolution of issues and risks.

Adopting best-practice methodologies helped the bank to:

- Define a standard way to assess risk for new initiatives
- Standardize project risk collection and management
- Establish proper issue resolution and escalation
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The PPM solution helped the bank to standardize data collection and performance metrics across the enterprise and streamlines status reporting through easy-to-use Web-based tools. With Project, EPMOs defined consistent KPIs to measure the overall health of initiatives. Colored indicators, such as red, amber, and green, easily conveyed the Project health. Performance indicators, displayed in the project schedule or configurable scorecard views, provided an overview of portfolio and project level performance.

Business Intelligence (BI) helped the bank by providing visibility and helping them with decision support for proactive work management. Some of the challenges they overcame includes the following:

- Lack of standard metrics for measuring performance
- Time-consuming, manual report generation
- Specialized skill sets are required to build reports
- It is difficult to create on-demand reports
- Lack of reusable reports and best practices

BENEFITS

Today the bank has been launched in market as a complete banking services firm for which the entire program management was executed on Microsoft PPM platform set up by NDS Global.

In addition to the successful launch of the bank, the following objectives were achieved:

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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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