



Success Story

WORLD'S LEADING COMMUNICATIONS SERVICE PROVIDER

PPM Implementation and Consulting Services to Improve the Efficiency, Effectiveness of Project and Program Management

CLIENT PROFILE

UK based world's leading communications service provider engaged in providing fixed-line, broadband, mobile, TV and network IT solutions.

CLIENT CHALLENGES

Client delivers wide range of products and services to their customer across the world. To deliver a seamless customer experience, client was striving for continuous improvement in their service delivery levels. They were looking for a tool to best manage their product delivery. They also wanted to achieve better visibility and control across various programs and projects by revolutionizing technology. Some of the more specific challenges faced by the Client were:

Poor on-time project completion record

Lack of visibility

Poor capacity planning and review

Value based compliance review methodology

Labour intensive management to enable reporting

SOLUTION

Our Consultants, deployed a single, feature rich, robust and scalable project management instance 'CLARITY PPM' platform, capable of streamlining client's existing project management processes. The tool was integrated with the various external systems to ensure single point planning, execution, monitoring and reporting. CLARITY PPM enabled an agile and scalable delivery model for the client, boosting the business position in their industry and creating competitive advantage.

**The implementation landscape map stretched across
8500+ ACTIVE USERS, 14000+ PROJECTS AND 800+ CUSTOMERS.**

BENEFITS



Cost Savings



Strategic Agility



Value Based Review Process



Pro-active Notifications



Cross Portfolio Utilization

BUSINESS SITUATION

To keep up with the changing market dynamics and customer expectations, the Client wanted to automate the process of planning, monitoring and executing the projects. Client's existing project and portfolio management tools and methodologies were not well integrated and lacked functionality to meet business needs. Visibility into resource constraints was inconsistent and routine project management activities were labor intensive and time consuming. They were not able to get accurate and real-time view of all vital projects. Besides this, there were other internal challenges like disparate silo systems, suboptimal resource management, decreased productivity, lack of co-ordination, data mismanagement, etc.

To address the challenges faced by the Client, we deployed SaaS based CLARITY PPM - a single, feature rich, robust and scalable project and portfolio management platform to manage the projects effectively and efficiently. Implementation of 'CLARITY PPM' ensured stronger delivery framework, enhanced operational efficiency and productivity and improved data accuracy. It allowed the Client to make better decisions regarding their portfolio and helped them align their business strategies and market requirements to attain their goals in a cost-effective manner.

TECH MAHINDRA'S METHODOLOGY AND SOLUTION

For each business unit, SaaS based Clarity PPM tool was configured and rolled out account by account using Agile Methodology. The delivery model primarily focused on three fundamental gears i.e. Scrum Methodology, Governance and Stakeholder Management. Each gear contributed to tangible benefits like surfacing out of implicit requirements, free-up development capacity, proactive redressal of user expectations or issues, customer satisfaction index, etc.

Our Consultants identified core functionalities across the organization, prioritized and implemented as a Minimum Viable Product (MVP). Further, they analyzed and prioritized, the backlog for Client's organization specific needs and roll out. Finally, key metrics required for the management reporting were identified, configured and reported in the form of Portlets, Dashboards and Jaspersoft Reporting. Using CLARITY PPM, the Client was able to get valuable insights into their project performance, better track risks, issues, financial performance across the organization and meet the business initiatives objectives.



**WHAT ARE YOUR CHALLENGES?
LET'S WORK TOGETHER TO SOLVE THEM!**

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