

# Case study – Insurance Claims Company



## Program Management Services

PMO Assessment & Portfolio Management Planning and implementation

### Business Objective & Challenge

Client planned to continue to grow organically and/or through 'Mergers and Acquisitions' leveraging existing systems yet the IT organization was not currently structured or staffed to support current or expected growth

- No visibility to IT Demand and Capacity
- No clear or consistent way in which 'projects' are initiated, reviewed, approved, prioritized and scheduled
- "Minimum to No" IT governance in place along with poor communication
- No project management discipline or expertise

### Collaborative Solution

- Conducted an assessment of the IT organization and helped define and implement a series of recommendations to improve project delivery
- Assisted in the reorganized IT organization
- Defined and supported the institution of a project backlog and portfolio management process including the set up of an 'IT project portfolio' governance committee and 'Business Project Clearing House' group responsible for all projects and enhancements prioritization
- Helped hire a portfolio and project manager to institute project management and software development lifecycle processes
- Developed simple tools and reports to provide visibility to IT demand and capacity

### Results

- Introduced consistency in the way projects are handled and expectation are managed improving delivery by more than 50%
- Established a backlog and portfolio management process that allows for the review of existing and new projects
- Improved customer expectations which were at a complete low.
  - Enhanced business and IT alignment