

Seamless Project Management Using PPM

servicenow™ Case Study

Client Description

An American grocery that is one of the largest supermarket chains in North America with 1,075 supermarkets located in 29 U.S. states under 12 different banners.

Business Problem

- Different departments (HR, Finance, IT etc.) were following siloed implementation processes.
- Unable to comprehend the current status, expenditure, stage etc. across projects through reports and dashboards.
- Lack of a standard process made it difficult to manage and deliver the projects.
- Implementation of inter-department enhancements and projects was challenging.

Scope

- Demand Management
- Portfolio Management
- Program Management
- Project Management
- Resource Management
- Reports and Dashboards
- Agile Development 2.0

Solution

- Implemented PPM and on-boarded all the departments within the organization to PPM.
- Migrated all the inflight projects.
- Established processes to ensure projects or enhancements were budgeted and implemented using the new module.
- Defined PMO group with the help of business teams and allocated roles and responsibilities to manage projects.

Benefits

- Single source for information and single system of action.
- Enhanced visibility into each enhancement and project from ideation to execution with detailed information like budget, effort, status, department etc.
- Optimization of effort and resource utilization through real-time monitoring and tracking of projects.
- Ability to align project efforts with business goals.