



## CASE STUDY

### CLIENT PROFILE

An India based IT Software Company.

### BUSINESS CHALLENGES

Project management within company was originally accomplished using a variety of methodologies, processes, and tools. Company did not have a centralized view of their IT projects, nor could they track how resources were being used or forecast when they would be available. Some of the major business challenges faced were:

- Varying Project process, procedures, and maturity across the organization.
  - Non-standard Project and Risk Management toolset and processes
  - Inefficient resource management & visibility into resource utilization
  - Business processes involved lot of paper work and manual process consuming a lot of time & effort.
  - Need for roll-up reporting from individual projects to the program level
- Lack of standard timesheet

### HOW N-TIER HELPED

N-Tier's team of EPM specialists helped client to identify their requirements for a project management and collaboration system and developed customized solution for them addressing their specific needs and key business challenges.

N-Tier then trained the client's pilot team on the solution. The pilot team tested the solution for approximately one month. Following the pilot program, N-Tier made the needed adjustments to the platform/solution and rolled it out to all of their organization.

### SOLUTION & BENEFITS OFFERED

N-Tier's phased implementation approach and customized EPM solution helped client realize following benefits:

Standardized Project Management process and procedures across organization.

- Dramatically improved project management due to centralized project planning, tracking and real-time project status reports, allowing for more proactive project management
- Improved resource management and visibility into resource utilization across the organization
- Increased executive visibility (centralized view) of all IT projects and resources
- Improved collaboration and accountability among teams
- Standardized and automated business processes with workflows (Project Initiation, Team Requisition, Infra structure request etc).
- Enterprise Schedule Management
- Enterprise Issue/Risk Management
- Capacity planning to make sure that the right resources are available when required
- Reduction in manual status reporting activity
- Powerful reporting and analysis, including business intelligence for better visibility, insight and enhanced decision making.
- Improved Time Management process
- An environment to support constant improvement

### SOLUTION & BENEFITS OFFERED

N-Tier's phased implementation approach and customized EPM solution helped client realize following benefits:

- Microsoft Windows Server 2003
- Microsoft Office Project Server 2007
- Microsoft Office SharePoint Server 2007
- Microsoft SQL Server 2005
- Microsoft Office Project 2007
- Microsoft Windows SharePoint Services