



CASE Experienced project managers
through flexible and cost-efficient
project management service

Initiating projects in a fast evolving environment sets high demands on project managers. Ixonos developed a continuous project management service that provides experienced project managers for customer's demanding projects at a short notice.

Background

A major Finnish company with international operations experienced issues in their project resourcing. The organization conducts up to 1,000 projects per year. However, finding experienced project managers was difficult, and appointing them to new projects was too slow. Because of this, new projects could not be initiated quickly enough. The customer constantly had to resort to external project managers. Administration of individual contracts was laborious, and the resourcing process for project managers was very inflexible and time-consuming. Project resourcing was in need of efficiency and smoothness. Consequently, the customer turned to its long-time partner, Ixonos.

Solution

Ixonos developed a continuous project management service as a part of its Project Management Office service offering. The customer contracts experienced project managers for its various project needs at short notice. A well-defined service request process, with clear obligations for both parties, was developed for the service. One contact person at Ixonos and one at the customer are responsible for the functioning of the service. Because of a clear process, project resourcing has been rationalized considerably. Previously, the customer could spend up to two months waiting to find a suitable project manager and to begin the project. Through Ixonos' service, the average starting time is down to ten working days.

Ixonos offers the customer a pool of dozens of capable project managers. This pool provides the customer with quick and convenient access to experienced managers for the customer's various project needs. Ixonos is responsible for appropriate training of its project managers; they receive induction on the customer's procedures and practices already before the first project begins. Ixonos' active mentor network also supports the project managers. The customer receives a quality guarantee; both parties have jointly defined service level targets and metrics as well as monitoring and reporting practices to assure the quality of the project management service and to ensure accomplishment of goals.

Benefits

Ixonos' project management service allows the right competence and the right needs to be matched more swiftly and fluently than before. Administrative tasks take less time, and the resourcing of projects is very flexible. Forecasting future project management needs is also more accurate than previously. From the customer's point of view, easier adjustment to changing needs has considerably improved the management of cost risk. Due to implementation of the service, projects have become more effective, and the customer can optimize its costs. The project management service, which has been in use for more than a year, has worked very smoothly in the Helsinki region, and an extension of the service area is under discussion. This clear and functional service concept is easy to duplicate to other business areas, as well as geographically without limits. Customer's project management can also be further improved by employing other components from Ixonos' flexible PMO service offering.