

SUCCESS STORY



WORLD'S LARGEST SUPPLIER OF FINISHED LUBRICANTS

Establish PMO as-a-Service to
Change the Trajectory of Project
Performance and Deliver Great
Value to Internal Projects

CLIENT BACKGROUND AND CHALLENGES

Our Client is one of the world's largest suppliers of finished lubricants and a leading manufacturer of premium base oils; including marine lubricants, coolants and greases which are recognized for their quality, performance and technology around the world.

The Client was experiencing a number of serious challenges with their IT project management team's performance and project outcomes. They weren't able to achieve their intended project goals and were looking to improve their project management skills and processes. Poorly delivered projects led to many project drawbacks. These included:

- Cost and time overruns
- Poor quality of deliverables
- Unsatisfactory control and poor reporting
- Non-compliance with business standards

Client wanted to embrace Earned Value technique to evaluate project performance and predict final project results to avoid last minute delays and cost overruns. They wanted to improve their project management delivery capability.

TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Working collaboratively with the client, we helped the client improve their project management competency, skill and overall delivery capability. By establishing PMO as-a-Service we were able to refocus the PMO and PM teams, equipping them with required skills and capabilities to execute their project goals. We used 'Earned Value' technique with accurate SPI and CPI indicators, generated automatically on monthly basis through MS Server for providing information on project management. This technique was very useful and resulted in an overall savings of 2 million dollars for the Client.

Our PMO team worked as a central agency and supported the client through **165+ projects**. We followed a structured approach to define, measure, transform and improve the management of projects to achieve world class outcomes for our clients. We supported our client with:

- End-to-end project management
- Implemented basic portfolio management and governance best practices
- Standardized procedures and implemented performance tracking
- Revamped existing time-intensive, outdated processes and templates
- Deployed Portfolio & Project Management Cost tools for consistent forecasting of the financials
- Ensured data accuracy
- Created a secure online project workspace for managing the project and storing project documentation
- Trained & coached all assigned project leaders on the use of processes, use of templates and multiple project workspaces

Our Client is reaping the benefits of our PMO-as-a-Service offering through the use of consistent methodology and expertise. Noticeable improvement was seen in the governance and delivery models.

BENEFITS REALIZED



**Improved
Governance**



**Budget
Alignment**



**Timely Realization of
Project Milestones**



Compliance



**Improved Control
& Reporting**

BE. Tech Mahindra Consulting

To know more, reach us at
befutureready@techmahindra.com



**Tech
Mahindra**
Connected World. Connected Experiences.