

Global Project Design

Client Success Case

"We faced a complex situation with six vendors in three countries. We needed to orchestrate training and ramping of thousands of managed services staff and parallel IT system rollouts. GPD's TeamPort approach provided a visual forecast of our capacity to perform".

"We gained quick insight into service level scenarios we could offer to clients. The TeamPort approach fosters an open dialogue with internal teams, vendors and our customers."

Global Teaming



Today's most strategic initiatives typically depend on globally distributed teams - both internal staff and vendors. The challenge is to bring these teams together, get them on the same page, validate planned activity, and put in place a system for ongoing coordination of progress. Traditional approaches to planning fail the dynamics and needed global awareness in these initiatives.

Problem

Our client is managing complex, out sourced service programs with multiple, globally distributed vendors. Complexity is driven by deployment within operations already underway, constant change through seasonal and competitor driven campaigns, management of multiple vendors delivering technology and services across global locations, financial parameters presenting significant cost pressures and continual training and technical innovation requirements

Solution

GPD's solution supports executives and program leaders with a clear and early view of the whole activity across the deployment. The view is based on visual design & forecasting including dependencies, risks, opportunities for improvements and prioritized challenges to be addressed. GPD delivered a TeamPort Strategy for global teaming and a forecasted rollout through TeamPort software rapidly applied to the situation. Given the high-level, visual initiative models, regular portfolio forecasts and analytically based adjustments are quickly available through re-design.

Results

The client now has a rapid, repeatable, analytical way to gather all global factors affecting the program. The client regularly engages, validates, and directs proactive course correction with multiple, globally distributed staff and vendors. With this approach the client is saving significant time, resources, and focus by replacing the need for massive spreadsheet creation and management, reducing status and forecast creation cycle time from weeks to hours, and reallocating highly skilled and costly FTE's from spreadsheet and reporting development to more productive roles.