



CASE STUDY

IMPROVING VISIBILITY INTO PROJECTS AND RESOURCES

With Custom Tracking Application

OPTIMIZE & EXECUTE

THE BUSINESS CHALLENGE

Our client, one of the world's largest companies in its industry, provided a range of billing, customer relationship management and other core services for nearly 80 different Internet sites of various wireless carriers. Due to this wide range of offerings, at any given time there were a large number of client-focused support and development projects simultaneously underway within the company, all of which had revenue implications. Unfortunately, the projects were not being completed on time and a **backlog was developing**. Management had **no visibility into the performance metrics** because there was no central system to monitor the activities and progress of the projects.

AGSI developed a solution to improve the client's visibility into their projects and resources, giving them more information for performance tracking and reporting across the various projects.

AGSI'S HIGH-LEVERAGE SOLUTION

AGSI analyzed the various stand-alone applications that were being used to manage individual projects, along with the metrics that were being produced. AGSI also reviewed the expectations of varying levels of management for visibility, monitoring, and/or control of individual projects down to the resource level. Using this information, AGSI designed a **custom application to help manage the project backlog by measuring FTE utilization**. The Project Management Metrics System also collected all existing metrics currently being generated on individual projects, assembling them into a **comprehensive database that supported trend analysis and demand forecasting**.

Separately, the system captured all the status and time reports on the projects and fed them to the company's central payroll reporting tool and to a management-level project management dashboard for review and subsequent reporting.

VALUE TO THE ENTERPRISE

The system enabled management to concisely associate FTE level of effort with individual project support requests and allocate resources throughout the company. Because the system AGSI designed so precisely met the stated requirements of company management, the system was **adopted as a standard for performance tracking throughout the company**.

IN BRIEF

CLIENT:

Internet Infrastructure Company

ENGAGEMENT:

Project & Resource Management
Application Development

CHALLENGE:

Resolve tracking issues with
project delays and establish clear
metrics for oversight

OUTCOME:

Custom application matches
resources with demand,
consolidates all metrics and
provides transparency across
company