



CASE STUDY

PROJECT MANAGEMENT

01

THE INITIAL BUSINESS CASE

COULD YOU SUMMARISE THE INITIAL BUSINESS CASE FOR PROCURING SUCH A SYSTEM?

We needed a systems that provided us with a transparent overview of the Information Technology (IT) work being undertaken across the IT service, i.e. Business as Usual, corporate system upgrades we call ALM (application lifecycle management) projects and IT projects that change the way the Council deliver its services. We had little visibility of where our resources were being committed with many projects being commissioned without due consideration of existing workload. Concerto Projects now provides us with the functionality to view resource commitments across IT projects.

02

OUR EXPERIENCE

HOW WOULD YOU DESCRIBE YOUR EXPERIENCE USING THE CONCERTO SOLUTION UP TO THIS POINT?

We procured Concerto Projects in March 2009, we were early adopters and we worked closely with Concerto to ensure the system would meet our requirements in full. It was a challenge to roll out Concerto Projects to the users in IT at first for a number of reasons, primarily the cultural change in the way that we needed Project Managers to work. However, persistence and a good working relationship with Concerto has seen the product being taken up and mature to its current version in 2013 where resources are being allocated and tracked across all IT projects.

03

THE BENEFITS

WHAT BENEFITS HAVE BEEN DERIVED FROM USING THE CONCERTO SOFTWARE?

Concerto Projects has given the IT department greater oversight of the portfolio of IS programmes and projects and provided us with a central repository and a definitive list of project information. We can maintain greater control of projects and remove any duplication whilst having the ability to better plan and allocate resources, as a result the original project register (wish list) was able to be rationalised and shrank by 30%, helping us to focus resources on doing the right projects and doing them right.

04

THE KEY FACTORS

WHAT KEY FACTORS ENSURE CONCERTO REMAINS YOUR PREFERRED SUPPLIER?

The level of Project Management maturity across that Council means that we need a simple intuitive product that is affordable. Concerto did respond quickly to rectify problems and as a result they have much improved product. The fact that Concerto allows us to view resource allocation both in advance and in retrospect, is invaluable and benefits us greatly. A change in product would prove to be costly, both in monetary terms to procure, and also in time and resource terms to learn a new system, train all users and perfect any issues.

05

RECOMMENDED

WOULD YOU OR HAVE YOU RECOMMENDED CONCERTO TO OTHER ORGANISATIONS?

Yes.

