

## THE CLIENT

A Business Services Provider of outsourced services and solutions in the field of customer contact.

## THE CHALLENGE

The Client has a business that has to move at a fast pace with a high degree of flexibility in order to meet its customers' demands. Delivering successful IT projects against this backdrop is a demanding exercise particularly in terms of managing change and stakeholders.

The IT project management team had evolved within the solutions area and it was recognised that there was a need to improve and mature this function. Virtrium was asked to assist by providing a project management role model who could identify improvement and coach and mentor the staff.

## VIRTRIUM'S APPROACH

Virtrium runs a high impact Interim Resourcing Service offering IT professionals with a range of additional business skills. Virtrium deployed a highly experienced project management specialist with an understanding of PMI process skills, staff management skills and a successful project implementation track record. They were initially tasked with reviewing the IT projects and putting together an overall reporting and resourcing view of the IT project portfolio, identifying high risk projects along with remedial actions. It was subsequently decided that the IT and Business Improvement project teams should be combined and therefore Virtrium assisted with the transition work required to move the IT project managers into the new combined team. Staff needed to be carefully coached and supported during this process in order to maintain morale and achieve a disruption free transfer. In addition, key areas for improvement in the way projects were being managed were identified to align practice with the size, complexity and risks associated with the types of projects being delivered.

## THE OUTCOMES

The Client gained a number of advantages from the use of Virtrium's Interim project management service, including:

- *Identified high risk projects and resource constraints along with remedial actions*
- *Identified several areas for improvement for the way projects were being managed*
- *Adapted reporting templates to be more readily applicable to IT projects*
  - *Smooth transition of IT project managers into combined business & IT team*

*"Virtrium's role model project manager was able to quickly get to grips with our situation and provide invaluable staff management support and senior management guidance to ensure a successful transition to a new structure. Furthermore they identified the remedial action required to recover some high risk projects together with fundamental improvements to our project management processes", said*

**Business Improvement Director**