



Machinery Manufacturer automates PMO projects with Control Center

Optimum and Smartsheet bring Portfolio and Project Management automation to the client's PMO.

Organization

Machinery
Manufacturing

Industry

Manufacturing

Country

United States

Challenges

Client's PMO department realized the need for better project collaboration, work automation, visibility and reporting, and streamlined workflows. Client also needed more visibility and automation around the Project Selection, Intake, and Provisioning of their projects. Also, the existing Project Management tool was outdated and didn't meet the business needs and the Client was looking for a robust and modern replacement for the tool.

Our Involvement

Optimum conducted a Process Mapping and PMO Maturity Assessment phase to identify the current and desired state of the PMO maturity and developed a roadmap to achieve the maturity goals, streamline processes, and enable automation. We then engaged our strategic partner, Smartsheet, to implement the Control Center solution, resulting in automated Project Selection, Intake, and Provisioning processes for the PMO project portfolios.

Deliverables

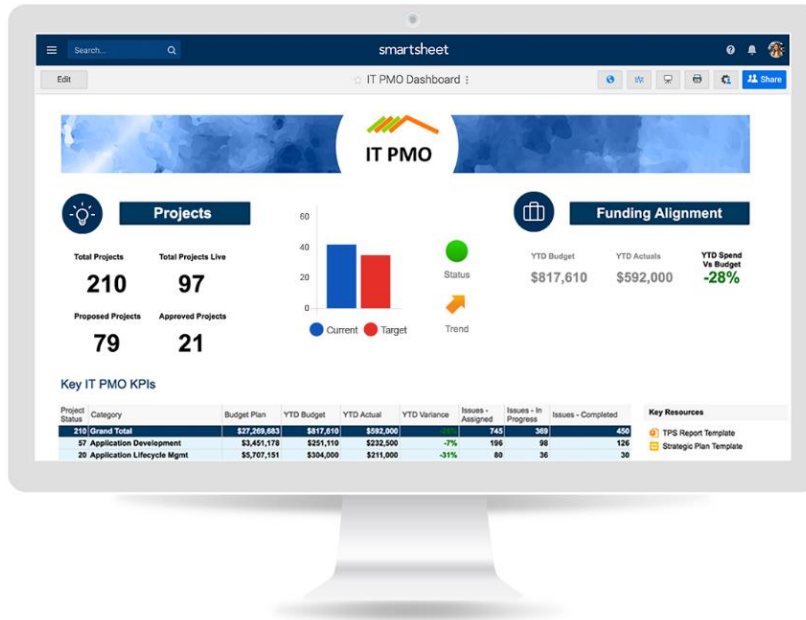
Optimized PMO workflows and processes.

PMO Maturity Model and actionable plan.

Smartsheet's Control Center and related templates and dashboards.

Realized increase in process and portfolio visibility, automation, and inter-departmental collaboration, resulting in enhanced productivity and team efficiency.

PMO maturity enhanced through assessment, automation, collaboration



Portfolio/Project Management Offices (PMOs) struggle in their early stages to corral key teams and stakeholders together to streamline collaboration and work processes, while demonstrating and establishing their purpose and value to the rest of the organization. The client realized their need for business advisory services and a new and modern Project Management platform to help lead them in the direction to full PMO maturity, with increased efficiency, visibility, and process automation.

Optimum was engaged by the client to provide process optimization consulting and work automation services to enhance the project Intake and Provisioning process for the company's Automation Orders projects, by optimizing the PMO workflows and implementing Smartsheet's Control Center solution.

Optimum's team of Project Management and Technology Experts started the project by evaluating and assessing the organization's current Portfolio

and Project Management Maturity Level and work processes and providing an enhanced PMO strategy and maturity roadmap.

Through their time spent working with the client, Optimum's team developed an understanding of the client's major PMO processes, then documented and mapped the detailed process steps using the SIPOC framework and swim lane diagrams, and identified the process bottlenecks and challenges in achieving the desired maturity goals and state of the PMO.

Optimum then worked with the client to identify and document optimization and improvement opportunities and the areas where technology automation, using Smartsheet's Control Center, can be applied, providing an enhanced PMO strategy, a robust maturity roadmap, and a set of improved processes, standards, templates, and technology solution options.

Optimum partners with Smartsheet to overcome PMO automation and visibility challenges

Through our strategic partnership with Smartsheet, client's project management and work automation requirements were gathered and documented, and a customized Control Center solution was designed and developed to fully meet client's portfolio and project management needs and requirements.

This customized solution started to function as the client's new Portfolio and Project Management platform, with the goal to fully replace the existing and outdated in-house PPM software.

This implementation included the creation of a standard set of Sheets, Reports, and Dashboards in Smartsheet, ultimately becoming the master structure for each project initiated using Smartsheet Control Center.

Also, utilizing the power of automation and productivity in Control Center, the client's project Intake, Provisioning and Management activities are now streamlined and automated and Project and Portfolio level reports and dashboards are readily available to the leadership and project teams, resulting in significant increase in efficiency, collaboration, and visibility across teams and departments.

About Optimum

Optimum is a modern Software Solutions and Services firm, transforming businesses through the power of People, Technology, and Automated Processes.

By utilizing our expertise and experience in strategic planning, process optimization, and innovative technologies, our clients gain efficiency, reduce operational and labor costs, ensure compliance, and enable business automation and transformation.

Optimum offers a full suite of software services and solutions, including Custom Software Design and Development, Business Process Automation and RPA, Work Management and Collaboration Solutions (Smartsheet), Business Intelligence and Analytics, IT Project Management and Business Analysis, and Staff Augmentation. Learn more by visiting www.optimumcs.com.

About Smartsheet

Smartsheet is an award-winning, cloud-based project management, work automation, and collaboration solution for managing any project. Smartsheet provides a real-time view into the status of top KPIs, critical trends, and summary reports using easy-to-build visual Dashboards and Scorecards. Smartsheet's Control Center is utilized to streamline and automate approval workflows and the project provisioning. This functionality is possible through seamless, secure integrations with your legacy systems or cloud tools. Learn more by visiting <http://www.optimumcs.com/smartsheet>

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