



Telecom move ahead with Primavera Project Reporting

Key Benefits...

- An enterprise wide view of projects
- Ability to delegate levels of authority
- Security of information
- Uniformed approach
- Central location for data
- Key milestones tagged
- Monthly automatic reporting
- Business rules enforced

Telecom is New Zealand's largest telecommunications service provider and touches almost every New Zealander through the range of products and services they provide.

Telecom has five different customer facing businesses; Chorus, Telecom Wholesale and International, Telecom Retail, Gen-i and AAPT and employs almost 7,000 people in New Zealand, around 1,600 in Australia and many more elsewhere in the world.

The Need for Change

Three years ago Telecom underwent the process of upgrading its Project Management software. Telecom had a number of varied projects on the go within the different entities and the current system, Microsoft Project, needed to be reviewed.

There were two areas of particular concern:

- The present tool looked at individual projects, rather than an enterprise wide view. Projects were not identified as being part of a larger project or as co-existing with other projects therefore there was no way of identifying resources that were utilised across more than one project. Telecom needed to upgrade to an enterprise system.
- The current system did not have the ability to delegate levels of authority thereby enabling all users to see and edit all information. This constraint not only posed an issue with data being altered incorrectly, it also presented a huge security risk.

In addition, Telecom's current project management software had expensive licences and the number of licences being installed was getting out of hand. With greater controls on licence numbers Telecom is now better able to manage these costs and

About Fusion5

Fusion5 is a professional services organisation specialising in the implementation and support of business application software across Enterprise Resource Planning, Customer Relationship Management, Human Capital Management, Enterprise Project Management and IT Service Management.

Our large team of highly qualified project managers and consultants means our track record for delivering on time, on budget projects is second to none. And our ability to support a wide range of business applications means our customers can enjoy the benefits of consolidated support through a highly committed business partnership.

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work is underway to further reduce the software licence maintenance costs.

Established Results

Following a full evaluation of the options, Telecom implemented the Primavera project management system three years ago and since then has found that it meets all its requirements. "We were able to clean up all those licenses and at a lower cost per license. Project Managers were given access to all details on their projects and those who didn't need that level of detail were given restricted viewing rights and in-turn restricted editing rights. Directors now have an enterprise wide view of the current projects open and the status of those projects. The move to Primavera also solved issues around security and ensured we kept within the government data security requirements, a prerequisite for Telecom." explains Michael Corrigan, Planning Development Manager, Telecom.

The Next Steps

The next step for Telecom was to update its database for reports. Telecom's current systems were lacking in ability to generate cross system reports. The current procedures very manual; staff were required to pull data from multiple systems, export to Excel and then massage it so that the correct information was present. Michael explains the cost of these manual processes, "After undertaking a review of Telecom's reporting processes, we found that there was room for greater efficiency and time savings. To put it in nominal terms, we were spending \$1 million on reporting that could be saved."

With data being collated by different means it was difficult for Telecom to have a standard report across the enterprise. As well, business rules were recognised in different ways by different systems. An example of this is the flag system that Telecom use during the life of a project; red, amber and green flags are used to represent where a project is at and if an overrun has occurred. With the different systems in place there was no consistency as to when a certain coloured flag is used and this often caused confusion within the company.

The Reporting Database Module

To improve reporting Telecom has partnered with Fusion5 to implement the Reporting Database Module offered by Primavera.

Primavera's Reporting Database Module automatically compiles the required data from all systems into a single database. This data is then in a format where the reporting software can run a report instantly without user time and effort. The ability to work with different data systems was essential for Telecom. "Previously managers would have to wait until the month end, when Project Managers wrote their reports to gain an overview of current projects and, in today's busy environment, sometimes longer."

The Reporting Database Module is integrated with Primavera for a live view of all projects, as well as an automated end of month report. "With Primavera Reporting, we are able to acknowledge key milestones as they happen, it enables us to tag these milestones and then see a consolidated view. This capability has ensured that QA was up-to-date and able to be managed on an ad-hoc basis."

The Reporting Database module makes the old manual processes redundant by utilising an automated system. Telecom will have the ability to set up one report to service all project management requirements across the business. Having one standardised report regulates business rules; as an example Telecom's flag system is now uniform across the business. With all the data stored in the Reporting Database in a single format, data for specialised reports can be easily returned with reporting software.