

# Case Study



## Client Profile

### Organization

Canadian distributor of natural resources

### Size

Over 900,000 customers, around 1,200 employees

### Industry

This client is one of the largest utilities companies in the Pacific North West. It is also a noted innovator in alternative energy technologies.

## PROJECT PORTFOLIO MANAGEMENT

### Business Needs

The client was experiencing requests for new information technology (IT) projects from departments across its organization. These demands outpaced the client's capacity to deliver. To make matters worse, no infrastructure was in place to evaluate and prioritize the requested projects. Consequently, IT investments were made on a first-come-first-served basis, rather than being prioritized according to urgency and the value they would provide to the organization.

### Solution

Knowledgetech's expert management consultants delivered a project portfolio management (PPM) solution in two stages:

1. *Portfolio selection.* Identification and prioritization of time-sensitive, high-value IT projects. This involved defining criteria for evaluating projects, executing the evaluation and assigning resources accordingly.
2. *Portfolio tracking.* Management of the selected projects.

### Benefits

- Ensured that IT proposals from diverse sources would be evaluated according to a consistent framework and set of criteria
- Made the portfolio selection process visible to all stakeholders
- Prioritized projects by relevance to organizational goals
- Minimized the risk associated with IT investments
- Kept these investments within budget, while maximizing returns
- Gathered crucial data on the true value of all IT investments



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