

# PMO Transformation for a Leading European Bank

## How did NTT DATA help?



**30+** Resources working with the Bank to streamline PMO activities



Onboarding process established for new members to ensure timely deployments



Innovation and Improvement Forum to capture and implement fresh ideas and best practices



Process in place to identify tasks that can be automated and standardized to remove redundancy & manual efforts and achieve improvements/savings



Established a training academy with **25** training courses conducted through Instructor led and Online modes on key topics

## Business Problem

- PMO segregation not aligned with business
- Lack of centralized framework to effectively manage the PMO
- No mechanism to capture and re-use the best practices and learnings from previous/other engagements
- Inefficiencies due to the manual effort spent in ad-hoc reporting and finance-related requests
- Inability to effectively utilize data-based trend analysis for accurate budgeting and forecasting

## Key Benefits Achieved



**~30%** cost reduction over three years



Robust governance & communication across the new centralized DPMO shifts bank to Agile-enabled delivery capability



De-risk the overall transition with a customized approach suited for projects/roles of varied complexity

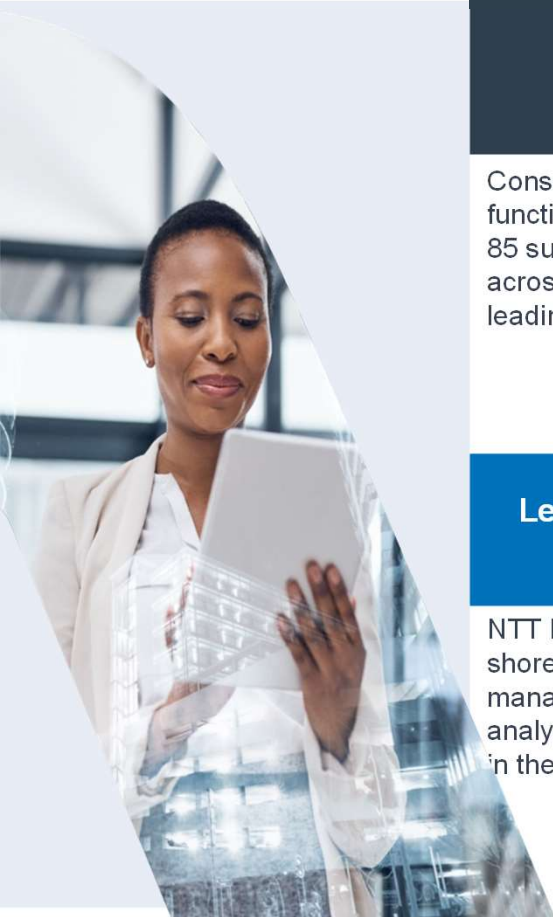


Efficiency gains of **~20%\*** over the first two years (\*Based on previous experience with similar engagements )



Reduction in overall cycle time and issues related to operational metrics. Improvement in MI

# Client Success Stories at a Glance



<p><b>Global Banking Organisation</b></p>	<p><b>Leading U.S. Banking Organisation</b></p>	<p><b>Leading U.S. Mutual Life Insurance Companies</b></p>	<p><b>Global Financial Services Company</b></p>
<p>Consolidation of the PMO function, including more than 85 sub-contractors globally across multiple vendors leading to 30% Cost Savings</p>	<p>Deployed Clarity PPM that verifies alignment of the projects with business objectives, optimise resource utilisation and achieve high success rates</p>	<p>Deployed our team of PMOs with industry expertise leading to year-on-year efficiencies with industry expertise built in the team for process optimization</p>	<p>Developed PMO organisation in bank leading to reduction in the lead time to identify and fill key project resource roles; from several months to two weeks</p>
<p><b>Leading Health Plan Provider</b></p>	<p><b>Global Automobile Manufacturer</b></p>	<p><b>Leading Life Sciences &amp; Pharma Company</b></p>	<p><b>Global Asset Manager</b></p>
<p>NTT DATA deployed a multi-shore model for project management and business analysis leading to reduction in the operating costs by 32%</p>	<p>Successfully supported the client's PMO and project portfolio for three years leading to a 2x increase in the capacity of the project</p>	<p>Established a global programme management team for the client's merger with another pharmaceutical major leading an increase in the quality of team leadership</p>	<p>PMO was established to improve the project success rate and predictability, tie projects to business objectives</p>