Creating Better Business Results with Project Portfolio Management

Eclipse PPM helped the City of London make better project decisions within the IT Project Portfolio.

Market Background

The City of London is the largest community in southwestern Ontario, with a population of over 350,000. It is a vibrant and growing city with much to offer.

The City of London Technology Services Division provides IT leadership and coordination to the many diverse business areas at the City of London. The division is staffed with 77 employees that provide a wide range of services for their clients, including hardware, systems development, forms management and telecommunications.

Challenge

Like many organizations, the City of London's technology services division is aiming to improve service and project delivery. At the same time, budget constraints continually generate pressure to execute the most beneficial projects first.

The City of London wanted complete visibility into IT project portfolios to make more informed decisions at an executive level.

- Without a central location to store all project information, decisions were being based on incomplete information
- Portions of project time was spent reporting to and coordinating teams
- Some basic project reporting requirements could not be met
- Time tracking was a significant challenge and took up valuable time

Eclipse PPM by Upland Solution

Eclipse was implemented in the Technology Services division starting with the most visible projects. Eclipse now houses all projects.

Benefits

- Senior IT management can view all current and pending projects in one place
- Standardized reports are available at the divisional level merely clicks away
- Specialized reports are easy to generate to address ad hoc inquiries
- Team members can easily track time, improving management of resources

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London CANADA

INDUSTRY:	Government
POPULATION:	366,151+

At a Glance

Challenges

- Time spent on manual efforts
- No central location to store information
- Project reporting difficulties
- Time tracking

Benefits

- Current and pending projects all in one place
- Standard reports readily available, specialized reports easy to generate
- Time tracking made simple
- Efficient management of resources

"Senior IT management now has the ability to make better project decisions within the IT portfolio"

— **Lisa Parent, Manager, Business & IT Planning, The City of London**

Eclipse PPM by upland

Everything you need for PPM success, all in one place
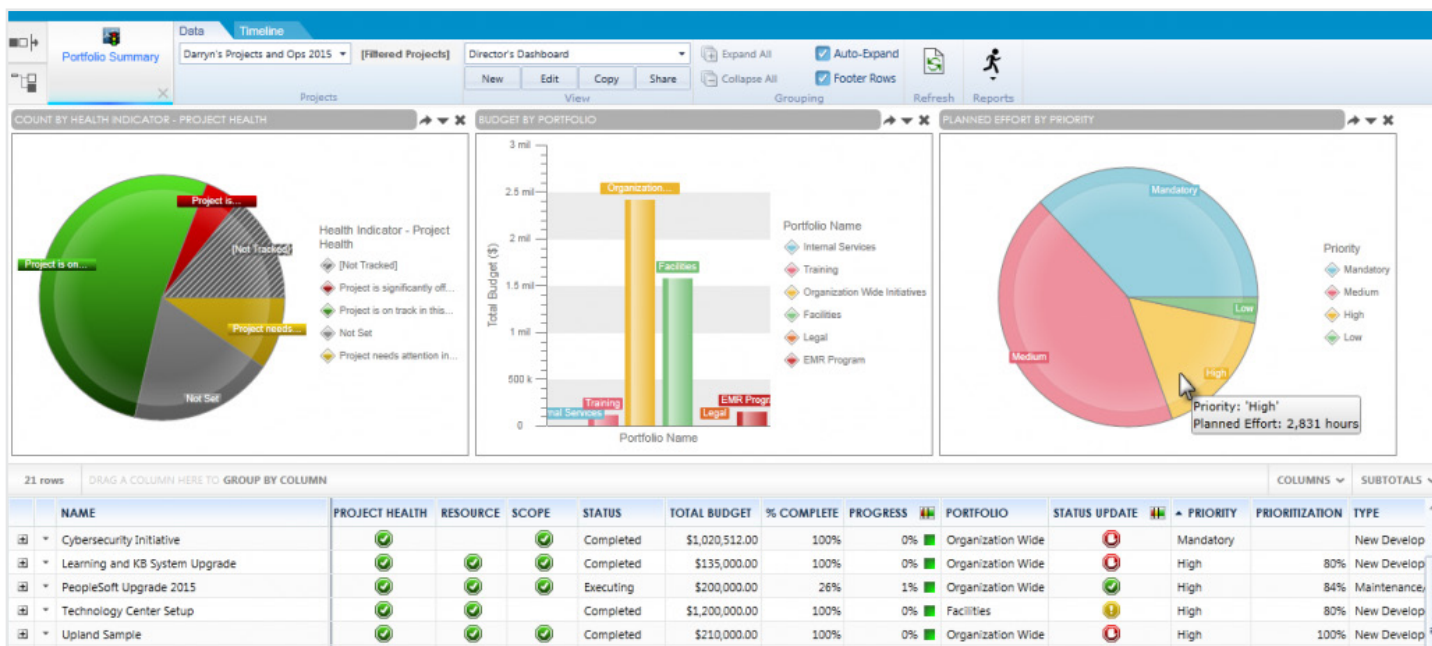
Portfolio Management

Executive Managers (CEO, CIO, COO, CFO) and Portfolio Managers may be looking at different metrics, but they all need the same thing: real-time portfolio, project, and resource information at their fingertips. Eclipse includes over 25 powerful reports that allow executives, sponsors, and project managers to quickly and easily produce valuable project, resource, financial, and portfolio information.

Project Management

Eclipse was designed to accommodate and improve your organization's entire project lifecycle. Projects are entered into Eclipse at the idea or request stage. Even the business case for the project can be built in Eclipse, evaluated, recommended, and then delivered. Projects can also be closed and rated upon completion. This intuitive project management interface is scalable, making it easy to plan and manage simple to complex projects.

Resource Management

Resource Managers need to understand who is working on what, who can take on more work and when. Without a clear picture of resource loading against projects and operational work, you get bottlenecks, burnt out resources leading to high turnover, late projects, and low quality work. Eclipse provides managers with an outline and summary of resources available, planned utilization, capacity variance, and actual time entered. This information can be displayed for a set of resources across a specified time frame or for certain projects broken down by resource.

About Eclipse PPM

Upland's Eclipse PPM is a purpose-built application for mid-market organizations seeking an easy-to-use, turnkey solution for their project management and portfolio visibility needs. Eclipse PPM helps you see, manage, and measure projects throughout the entire lifecycle, simplifying the selection and execution of multiple projects over the same resources.

About Upland

Upland Software provides Cloud Solutions across the enterprise enabling amazing customer outcomes in:

+ PROJECT & IT FINANCIAL MANAGEMENT

+ WORKFLOW AUTOMATION

+ DIGITAL ENGAGEMENT

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