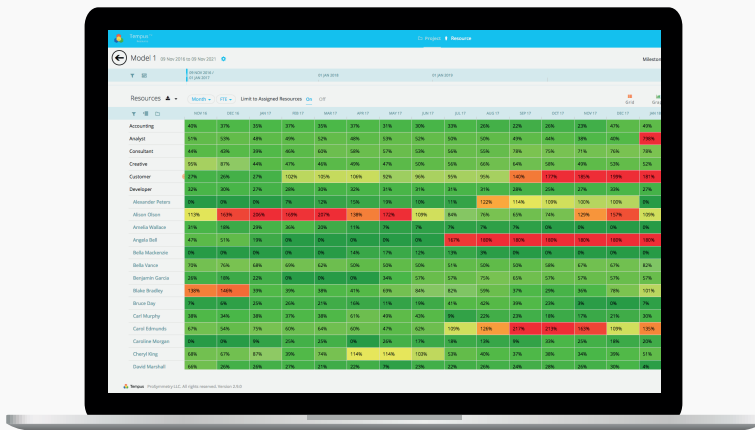




Tempus Resource

PROSYMMETRY | CASE STUDY

By choosing Tempus Resource, BMC found a solution that provides “holistic insight” into their project portfolio, helping them become a more agile organization.



“With Tempus, when we say we are going to go ahead and commission a project, we know that resources are good to go.”

Gareth Price,
IT Director, Project Management Office



An agile approach to resource management

BMC is a global leader in innovative software solutions aimed at accelerating digital transformation. Committed to innovation, BMC provides solutions for everything from mainframe to mobile, to cloud and beyond. They are a significant presence in the digital transformation space, with 10,000+ customers worldwide, including 82% of the Fortune 500 and 6,000+ employees in 30 countries.

BMC chose Tempus Resource to:

- Help function better as an agile shop
- Reduce the time it takes to respond to project requests
- Gain the ability to run 'what-if' analysis

BMC Address:

2103 CityWest Boulevard
Houston, Texas 77042



A busy, agile shop

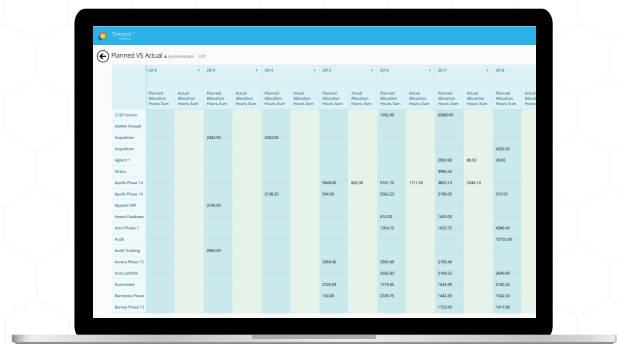
The Project Management Office (PMO) at BMC plays an important role in its success, as Gareth Price, IT Director, PMO, explains:

“BMC’s goal is to become the operating system of the digital enterprise. The PMO’s job is to help enable that. We provide all the systems and capabilities internally to the company to help them do that. We have a very diverse and robust portfolio – we have 14 capability centers across 80 business functions. We provide project management services to help our teams market better, sell better, plan better, execute better, and run better.”

The PMO at BMC functions as an agile shop. Projects are run leveraging the principles of the Scaled Agile Framework (SAFe). Because of this, priorities are often in flux. New higher priority projects get introduced, and the team need to be able to adapt quickly.

Prior to using Tempus Resource, BMC were attempting project and portfolio analysis using Microsoft Project in conjunction with PowerPoint and Excel. The main problem was that this setup didn’t allow BMC to ask, “What if?” or to “wargame,” as Mr. Price likes to think of it:

“You are taking your pieces that are on the field; you are taking your chess pieces and trying to find a way to make things work.”



As Mr. Price explains, the team couldn't do this with Microsoft Project as the tool was too static. They needed to be able to react to change quicker and better:

“Microsoft Project is a great product but you'll know if you have ever used it that if you start messing with durations, start pulling people in and out, start playing with it, making multiple changes, you run the risk of something going askew. We needed a way to be more agile and look at our intake and test the scenarios that we could implement.”

Introducing a product like Tempus Resource was instrumental in helping BMC see what would happen when higher priority initiatives are introduced to the portfolio, as Mr. Price explains:

“Beforehand, I would get into meetings where I am sitting with my leadership team and they are saying, ‘Well can you tell us what would happen if?’ I would always have to tell them I don't know the answer to that; let me go back and work it. It would take me a day or two working that out, only for them to come back and say, ‘OK, well rework this.’ With Tempus I can sit in front of them and we can do it in real time. I can pull it up, we can look at it, manipulate it, show it and then, once we have committed to it, I have the ability, because Tempus tracks the changes that are made and allows me to take that as a report, to hand it over to the project managers and say, ‘Here are your orders. Leadership has approved. Go and make those changes.’”

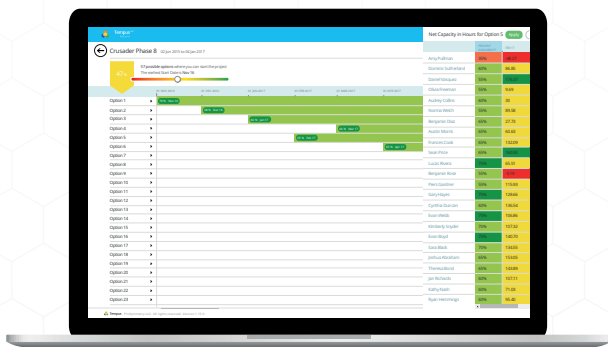
The results

Tempus Resource has transformed project and portfolio management at BMC. Here are three areas that it has improved:

1. Improved ability to respond to project requests

BMC have seen a 60% increase in their ability to respond to project requests. When a request for a project comes in, the team can now turn something around in a week, sometimes in a matter of days. Previously, it could take a month. Mr. Price explains:

“This all happens in our project assessment meetings, which is our intake process. We have a project assessment team that looks at projects on a weekly basis and says, ‘Here are the things that the business or IT wants to get done. Can we do it? And when can we do it?’ Typically, they introduce the project on a Tuesday and they populate the system during that week with all the roles or people required. During that week, we take a look and do the analysis. We then send them some reports or let them look at the reports themselves in Tempus. We show them their blockers. They work out those objections during the week. We come back on the following Tuesday and are ready to approve the project.”



2. A reduction in resource overallocation

BMC found that overallocation was a persistent problem, with staff often working on five or six different projects at once. Tempus Resource put an end to this, helping them see the bigger picture.

“With Tempus Resource, when we say we are going to go ahead and commission a project, we know that the resources are good to go. We don’t start anything with people at 100% utilization, which was happening before. Now we can stop overallocations from happening.”

3. An increase in completed projects

BMC went from an average of 20 or 30 projects being completed a year to completing 50 each year.

“It certainly helped that we were able to better allocate our resources and be more efficient and use up the white space that was there. With Tempus Resource I could see that I have a whole block of people that don’t really have anything to do. Is there a project or something we could work on so that we can leverage that or get an early start on something? Suddenly, we have another thing that’s going to get done. Tempus gives you that ability.”

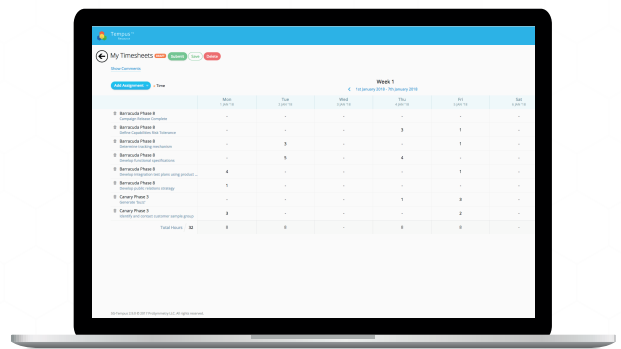
BMC also saw an improvement in the following areas:

- Speed and decision-making
- Reacting faster to challenges
- Less time to reorganize and prioritize work (essential for an agile shop!)
- More realistic timelines
- Increased resource efficiency
- Improved transparency
- Significant reduction in analysis effort

A long-term solution

BMC have been using Tempus Resource for over three years now, since October 2014. Gareth Price says that they foresee using it for years to come:

“Things are going well; they keep improving the product. Whether it’s in terms of usability or performance, the product just keeps getting better.”



What is Tempus Resource?

Named Gartner Cool Vendor 2016, Tempus Resource is a real-time resource management software that uses powerful 'What-if' simulations to model project data. It helps organizations of any size, of any level of project management maturity, to make risk-free, data-driven resource decisions.



Contact ProSymmetry for a free Tempus Resource trial or demo



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