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## COMFRAME CLIENT CASE STUDY

### INDUSTRY

Software for Financial Services

### SERVICES DELIVERED

- ✔ Project management office (PMO) consulting services

### MAJOR BENEFITS

- ✔ Ability to plan projects and manage issues more effectively
- ✔ Visibility into project staffing, workload and status
- ✔ Improved productivity and morale
- ✔ Increase in revenue through greater project billing accuracy
- ✔ Increase in customer satisfaction through on-time/on-budget delivery



### CLIENT SNAPSHOT

SunGard is a global leader in software and processing solutions for financial services, higher education and the public sector. SunGard also helps information-dependent enterprises across all industry sectors ensure the continuity of their business. With annual revenues of \$4 billion, SunGard serves more than 25,000 customers in more than 50 countries, including the world's 50 largest financial services companies.

**SUNGARD®**

## ComFrame- Established PMO Drives Better Project Results for SunGard OMNI Division

### Business Challenge

The OMNI division of SunGard offers multiple software products and information technology services for the retirement plan industry, including product design, plan administration applications, Web and telephone-based servicing tools for plan participants, custom programming services, project management, outsourced technology and application hosting services. The broad range of software products SunGard delivers are enhanced and supported across multiple versions for a large number of high profile financial companies. The highly competitive industry SunGard competes in demands fast turnaround on projects with no room for error. Without the proper project management disciplines

and tools, SunGard had no way to properly plan projects and resources or obtain a clear, complete vision of current project workload and status. SunGard resources were extremely overworked due to lack of an effective project planning and administration approach.

## Solution Requirements

SunGard engaged ComFrame Software Corporation to implement a project management discipline for the company and create a project management office (PMO).

## Project Approach

ComFrame created a phased approach in order to work within the SunGard culture and avoid disruption to existing workload. The first step undertaken was to apply project management for major releases. ComFrame helped SunGard leaders create a comprehensive project plan, assign resources to tasks, add dependencies and identify and address issues and risks. ComFrame also assigned an additional project manager whose sole purpose was to ensure that all projects in scope were being managed.

The next step was to implement PMO oversight. ComFrame designed a software delivery management lifecycle for SunGard. This deliverable was based on PMBOK

► *Prior to establishing a PMO, SunGard's OMNI division had no way to properly plan projects and resources or obtain a clear, complete vision of project workload and status.* ◀

principles coupled with an agile and iterative lifecycle. Included were project phases, inputs and outputs of each phase, templates designed specifically for SunGard's needs, process flows and roles and responsibilities. ComFrame helped SunGard develop an approach for more effectively managing project financials to increase billability and revenue. In addition, a resource allocation process was created to ensure resource leveling was performed. Finally, a weekly project dashboard was published for use by the executive team to monitor PMO status and results.

## Business Results

An important initial result of the PMO implementation process was an immediate realization that SunGard projects were understaffed. Project issues were brought to light by the team and executives in a more organized and effective fashion, enabling action items to be put in motion for problem resolution. The PMO solution ComFrame created for SunGard provided a huge boost in employee morale. SunGard's enhanced ability to plan and strategize around projects and effectively bill clients for work done ultimately led to increased client satisfaction and more revenue for SunGard.

For more information on project and portfolio management solutions from ComFrame, call 800.905.0293 or email [info@comframe.com](mailto:info@comframe.com).

## About ComFrame

Since 1997, ComFrame Software Corporation has delivered more than 300 elegant projects for clients in diverse industries across the southeastern United States, helping them reduce IT complexity and successfully deploy modern architectures and applications that improve business agility and efficiency. From offices in Birmingham, Alabama, Nashville, Tennessee, and Beijing, China, we deliver a broad range of custom solutions and packaged business applications. More than 120 architects, software engineers and project managers make up our highly skilled team. Expertise ranges from enterprise application development and integration to strategic business and brand management, usability and user experience engineering, business intelligence, information integration, business process and collaboration management, project and portfolio management, IT mentoring and training in new information technologies and service-oriented architectures (SOA).

# COMFRAME

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