



Case Study : Project Management Transformation

Changing the focus from project method to meeting business need

The need to maintain a strong position in the on-line banking market requires a project delivery capability that reacts quickly to rapid change. To meet the business aspirations, the Egg project management function needed to deliver solutions within weeks not months but a strong reliance on the PRINCE2 methodology was adding a significant overhead. The project methodology was not meeting the needs of the business. A new approach to project management was required which maintained the key controls of PRINCE2 while enabling projects to be delivered quickly.

Wisereach worked with the project management team and the business to determine the key drivers for project success. We quickly identified an approach was required to allow the business to make staged investments by deciding when a project should progress based on both confidence of delivery and the level of risk the business was willing to take. Getting the right information to the decision makers was a key driver for the new approach.

The Wisereach team introduced a clear four stage gate process. This provided a framework for all projects to go through regardless of size and delivery timescales.

Each stage defined critical deliverables, guidelines and ended with a 'decision pack'

to be presented to the project sponsors for review and agreement to move to the next stage. The flexibility of the approach allowed projects to take different routes dependent on the size and complexity of the project itself – and the level of risk the business were willing to take.

Achieving a balance between control and delivering success for the business

Initial focus was on the early stages of the project lifecycle. This ensured the business could identify those projects that would give the best investment opportunity. In addition to designing the methodology, our approach was to embed a number of experienced project managers into the PM function who not only delivered projects but provided one-to-one coaching, capability workshops for the project managers and a communication programme across the organisation..

The result has been a scalable project management framework that works for projects from a few weeks to many months delivered in a consistent way, and a project management function able to deliver to business needs rather than to a text book method.

“We needed to balance our requirement of speed-to-market delivery with our customer experience and regulatory responsibilities. The project delivery framework developed with WiseReach enabled us to go a long way in meeting our aims.”

Jay Parmar, Head of Project Management



About Wisereach

Wisereach was formed in 2005 by three experienced and energetic IT professionals with delivery expertise founded in practical software and IT solution delivery particularly in changing and complex environments.



Since its formation Wisereach has built a prestigious client base delivering a range of specialist services and has grown its business year on year. Our expertise covers a range of industries including telecoms, financial services, media & technology, government and public sector.

Our clients return to us time and again for leadership, advice and for high-quality resources that they can rely on to get a job done. We are proud to have built a reputation for sharing and embedding our skills and experience into our clients' organisations. This means that the value that we bring remains long after we have moved on.

Regardless of the specialism, such as Agile delivery, ITIL process improvement or large-scale programme design, we use a pragmatic approach; combining best-practice models with practical, achievable approaches. We are proud to be known for our ability to motivate and enthuse the people that we work with to enable them to exceed their own expectations of what is possible.

We use a mix of associates and full-time employees, all of whom we've worked with and identified as standout people. Our typical specialist has a consulting background and several years experience of independent work in industry. This strong pool of people enables us to consistently achieve the best results for our clients, which has led to trusting long-term relationships.

