◆ DECISION LENS

Top Five Telecommunications Company Enhances IT Solutions with Decision Lens

THE ORGANIZATION

One of the top five telecommunications companies in the United States. The corporation provides wireless and internet service to over 50 million customers. They have around 2,000 to 2,500 ongoing projects in their IT portfolio following a 52-week planning cycle.

THE PROBLEM

METHODOLOGY. This telecommunications company had no way of getting visibility into their project portfolio. Static spreadsheets and various other systems did not provide enough visibility into the overall portfolio to be truly effective. Disruptor projects were neglected because of misunderstood bottlenecks and repercussions on existing project and resource allocation plans.

THE SOLUTION

QUANTIFYING DEMAND. This telecommunication company needed clarity in their IT portfolio to understand how they were allocating their resources towards executing their projects. They needed assistance in organizing data efficiently for their several ongoing IT projects. Data needed to be prioritized in order to optimize projects and prepare for disruptors. Portfolio planning was also needed to be conducted on a more frequent basis.

THE RESULTS

RESOURCE CAPACITY PLANNING. Decision Lens' software gave them the capability of gaining visibility into their project portfolio to improve resource allocation. Resource bottlenecks became apparent in their existing plan which led to an overhaul of their IT portfolio planning. The software was able to give this company clarity in understanding their IT demand and resources. The optimization and workforce allocation features managed over 2,000 projects in hundreds of different labor categories. The effort clearly defined the business strategy and automated support for IT initiatives, developing a holistic portfolio management ecosystem.