

CASE STUDY

SOFTSERVE EVALUATES PROJECT GOVERNANCE SYSTEMS-INTERNAL BUILD VERSUS EXTERNAL PURCHASE

Business Challenge

SoftServe's project management organization (PMO) launched an initiative to implement a corporate project governance system (PGS). The main goal of the project was to either buy or build a corporate PGS that would serve as a centralized environment for managing projects, tasks, assignments, resources, budgets, etc. through an intuitive, easy to use user interface (UI).

At the time, the PMO was using a legacy toolset, which served as the corporate project management system (PMS). The toolset consisted of project management software, a salary system, and a report generating system. The existing toolset was outdated and did not address SoftServe's current business needs specifically in the area of enterprise project management. The new system-built or purchased-must address all current and future business needs and meet current UI/UX, performance, scalability, reliability, and integration standards.

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The team was asked to conduct high-level research regarding basic system functionality and compare an internally built solution versus a purchased solution.

The following features were used for the comparison criteria.

- Portfolio analysis
- Project planning
- Project lifecycle
- Resource management
- Time reporting

Project Description

The project consisted of two phases: Initiation and Discovery. During the initiation phase, the business needs, goals, and stakeholders were identified. In the discovery phase, basic requirements for the new system were collected, the possibility of internal development was investigated, and external vendor offerings were analyzed.

As part of the project, more than 40 stakeholders were interviewed, approximately 45 external solutions—from different vendors—were evaluated and analyzed, and four leading external vendors were identified.

After, the team created a build versus buy report that was delivered to the client. The team presented its research results to top management.

Value Delivered

As part of the project, the benefits of implementing the PGS were defined.

- Reduction in project failure rate
 - Aligning projects with available resource capacity
 - Synchronizing projects for highest impact
 - Aligning projects to strategic goals
 - Providing estimation tools and best-practice methodologies
- Reduction in successful project cost overruns
 - Aligning projects with available resource capacity
 - Assigning the right skills to the right projects
 - Providing workflow and visibility into project performance
 - Providing estimation tools and best-practice methodologies

- Reduction of project throughput times
 - Aligning projects with available resource capacity
 - Assigning the right skills to the right projects
 - Providing workflow and visibility into project performance
 - Providing estimation tools and best-practice methodologies
- Reduction in the number of low-value projects
 - Capturing planned and active projects and performance
 - Providing portfolio reporting and analysis capability
- Reduction in administrative time (status reporting and facilitation)
 - Capturing active project data (e.g., status, issues, risks, and changes)
 - Providing automated report generation and analysis

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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