



In early 2012, EPMA was approached by a former Program Manager contact of ours, who'd been working for Schlumberger. He was seeking assistance in the planning and implementation of Microsoft Project Server, in the wake of their massive scale of operations.

They were clear that they needed the system to be designed in a measurable and scalable manner. The overall goal being the achievement of small user acceptance victories. They felt this would heighten the user acceptance rate and, by extension, adoption of the tool company-wide.

## THE KEY ISSUES

EPMA's new client was struggling with weaving Project Server into a workforce that, at any given time, was busy focusing on 100+ projects at various development stages. Lacking a centralized EPM system made it difficult to identify which projects were operating smoothly vs needing attention. Overall, they desperately needed project management prowess.

Challenges that the organization faced:

- Lack of operational clarity
- In need of standardized & automated processes
- In need of more collaboration
- Stakeholders wanted uniformed time-keeping, progress tracking, scheduling, and reporting.

## OUR SOLUTIONS

With every implementation, our first order of business is to sit down and engage all stakeholders and subject matter experts to get everyone on the same page, but due to the intricate nature of this assignment, we took it a step further and proceeded to complete the following:



EPMA's developers created several custom reports for the system users, providing project teams with the data they were missing and enabling decision makers to quickly access the information they needed.



Quite a few of the EPM system users at the company were unfamiliar with Microsoft Project, so EPMA designed and delivered training to over 200 users, both onsite and via web conferencing.



We then facilitated the beginning stages of this tool being introduced to each subset group, consulting the assigned project managers to ensure everyone was on the same page and felt comfortable with the process.



At the completion of the implementation, we discussed the importance of keeping a support plan active for their users. They then entrusted us to deliver an administration and support plan for the tool.

## VALUE ADDED

EPMA's implementation of Project Server was just the beginning of our time with Schlumberger. We had to ensure that when it came time for us to leave, the program managers had enough control and educational material to continue using Project Server without disrupting any of their 100+ on-going projects. Ultimately, we sought out to provide them with:



Effective schedule, resource, and risk management skills



Greater clarity of data



Visibility into each project and its resources



Role-specific training



On-going expert support

*"At any given time, more than 100 significant projects are active at various development stages. As the number of projects continued to increase, it became more difficult for managers to oversee these massive projects. It was difficult to identify which projects were proceeding smoothly versus which projects needed more focused attention."*