



Reference Case



About Crédit Agricole / Landbouwkrediet Belgium:

The Crelan is a medium sized universal bank with 400.000 customers. With its 250 branches and its 1270 employees, It generates 7 billions € of total assets and 52 millions € of net profit. Its ICT project community represents some 120 FTEs allocated to 200+ projects on ongoing basis.

Past Situation:

Crelan used to work with non integrated planning tools. It was impossible to take all priorities into account and to plan accordingly. The bank was in a situation where last minute on-going activities were overtaking strategic and major projects.

Challenges:

Crelan decided to invest in IT governance, ensuring that the ICT department efforts were well aligned with the business requirements. What it was meant to be is that business unit users would be able to report requests. Based on their business cases, these requests were to go through a corporate wide prioritization committee, converting those retained requests into projects.

Furthermore, the goal was to get a global insight over the ICT department activities (and, not only, those related to the development activities) and to get a grip on scarce resources (people and financial budget).

Solution:

What PlanView (deployed in 10 weeks!) offers is a global insight on all projects (and other IT activities). It enables generic resources planning compared to the traditional named resources planning. Once these resource requirements are known, they are then transformed into named resource reservations or allocations, as projects are executed. It provides pragmatic capacity insight.

PlanView further automates the related reporting needs of the bank, via the application dashboards or the PlanView integrated Business Object Universe. The platform provides insight about key performance indicators. These KPIs concern planned, executed and controlled projects (and other IT activities) as well as required, reserved and allocated resources. The information is consolidated at project portfolio and resource pool levels.

Main Benefits:

Since any project has to go through the prioritization committee, every stakeholder in the bank understands the benefit of managing its project portfolio in PlanView and to provide to his projects the required visibility. The business involvement in the project governance has never been as important as it is.

In return, the ICT department manages a visible decision process. Accordingly, 6 months after the start of the PlanView implementation, all projects are managed through the same shared best practices in PlanView from the request stage until the project is actually closed.