PLANVIEW®

Reference Case

I.R.I.S.
Document to Knowledge

About the I.R.I.S. Group

I.R.I.S. is an international leader in the fields of Intelligent Document Recognition, Document Management and complex large scale IT projects. I.R.I.S. licenses its various technologies to major companies such as HP, Kodak, Samsung and Adobe. It also distributes a comprehensive range of products in more than 50 countries. I.R.I.S. serves more than 1,000 very large customers offering solutions and services to convert paper documents into electronic formats and storing, managing and sharing this digital information. The company is listed on the stock market since 1999. It has been constantly profitable since 1991. The revenue in 2006 was €86 millions and the staff is 500 people located at 7 different locations in 6 countries.

Past Situation:

I.R.I.S. Group was working with several non integrated planning tools and practices. It was not providing the expected visibility on the projects status and the resource utilization. This lack of consolidated insight created a situation where projects were slipping simply because blocking factors were not anticipated and proactively dealt with. Furthermore, shared and adopted practices were lacking, making all process improvement efforts tedious.

Challenges:

I.R.I.S. was to be transformed from a project focused to a more portfolio driven organization. The idea was that an integrated portfolio environment at the I.R.I.S. Group level would create a reactive organization with strategic planning processes. It was expected that through improved process maturity and team discipline, the productivity of the I.R.I.S. project portfolios would be increased. By adopting and leveraging project and ISO processes from the original offer gate until the project is being closed and supported, information sharing across the organization would be improved.

Solution:

PlanView now provides a comprehensive portfolio management solution that tracks project, planning, budgeting, risks and changes through the I.R.I.S. specific lifecycles. This process based environment has improved information sharing and communication a great deal. By leveraging the resource assignment process, real time capacity insight is just a click away. The in-build document management system allows to manage the ISO files electronically and the project documentation in a harmonized and structured way. Intelligent dashboards provide summarized views and easy to understand KPIs. PlanView was implemented in less than 6 months. It is rolled out in Belgium, Luxemburg, France, the Netherlands, and Germany. Shortly, additional processes will be set up such as the maintenance and support processes.

Main Benefits:

I.R.I.S Group reaches faster development times and higher customer satisfaction through improved project management practices. Specifically, the organization is very satisfied in noting notable process maturity improvements in budgeting and planning. Furthermore, PlanView created an auditable system for compliance which is particularly important for the ISO-9001 version 2000 quality system follow-up.

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