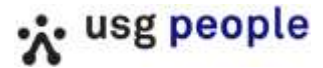**PLANVIEW®**

Reference Case

usg people

About USG People:

USG People is a specialized provider of employment services in Europe, focusing on the market segments general and specialist temporary employment, professional secondment and projects, HR services and customer care. It provides a range of services through independent operating companies in the area of general staffing (Start people) and Specialist Staffing (Ad Rem Young Professionals, ASA Student, Creyf's, Express Medical, Receptel, Secretary Plus, StarJob, Technicum, Content and Unique).

USG's companies are active in ten European countries. USG People shares are listed on the stock exchange NYSE Euronext Amsterdam.

Its ICT project community represents some 390 FTEs allocated to 200+ projects on ongoing basis.

Past Situation:

USG People used to work with different local point solutions and suffered from lack of integration. Information was consolidated on an automated excel based framework in certain countries but it did not allow steering and guidance from an enterprise point of view. Due to many acquisitions the group consist out of very different maturity levels within it's operating companies.

Challenges:

The major challenge of USG People was to ensure over time an aligned set of project portfolio management best practices and processes shared across the organization and supported by a common maturity level.

USG People managed a situation where, due to lack of processes automation throughout the project lifecycle (from project selection to delivery), local control and global governance were impossible. Accordingly, there was no project status awareness or understanding, nor at individual nor at consolidated levels.

Solution:

The first Planview implementation steps were rapidly deployed. It started with Resource Management and high level Project Management processes. Deeper Project Management processes alongside with Portfolio Management and Program Management techniques were gradually introduced later. Such a phased approach permitted to cope with unaligned maturity levels from one country to another.

Main Benefits:

Through process and reporting automation at all levels, USG People gained visibility about the way it optimizes business opportunities, governs the project lifecycle and ensures timely project delivery (amongst other through enhanced decision making).

Best practices standardization has enabled a rapid project management maturity growth and a harmonized organizational adoption that would not have been considered without the process automation provided by Planview.

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