

Program and Portfolio Management

Markets Index Services PMO and SaaS-based Management Platform

A major market indexes provider sought to improve efficiency for introducing new index products while supporting its existing portfolio of over one million standard and custom indexes. The provider needed improved projects organization and tracking capability.

Approach

A Katahdin Solutions consultant established a Project Management Office within the index operations and new product delivery area to provide greater transparency to existing activities and ensure effective budgeting and resource allocation for new initiatives. During the engagement, we:

- Compiled and prioritized various initiatives in process and under consideration.
- Defined a new initiatives pipeline, and stratified projects by business domain.
- Defined criteria for introducing new projects, including ROI, risk factors, and impact on operating efficiency and processing infrastructure
- Prioritized existing initiatives and facilitated prioritization and approval of new initiatives
- Established a means effectively determining and communicating portfolio delivery tradeoffs when rushed initiatives are introduced
- Developed project reporting and staff resource usage metrics and reporting tools

After enabling the PMO, we worked with the client to rapidly select and implement a centralized reporting tool. After a brief survey of available platforms, we recommended Daptiv, and implemented this SaaS On Demand platform in two weeks.

Results

The new indices delivery program improved immediately, as management in new product development, sales, operations, and new product delivery all gained a common, up to date understanding of existing initiatives status and the timing of new products. The Daptiv platform provided immediate feedback on projects and staff productivity, and is used to schedule and forecast new projects and set timeline expectations. An added benefit of the PMO was improved justification of new products.

Through information technology and advisory capabilities, Katahdin Solutions provides consulting services to organizations seeking to achieve greater efficiency and value from their project delivery and compliance initiatives.