

2015 Awards for Customer Excellence Nominee



Victoria Edge, Ronald Jones: Equifax

Global information solutions provider chooses HP PPM, HP ART as “game changer” turnkey solution

Service & Portfolio Management

High-level overview: Using HP, Equifax realized the following benefits:

- Roll out demand and project management solution to 2,300 global users
- Gain visibility into multi-million dollar annual IT spend and resource allocation
- Enable senior management to make informed decisions about every IT dollar spent
- Scale development and delivery of high quality, self-service, interactive training to 2,300 users worldwide
- Accelerate training project to meet aggressive two-month timeframe
- Replicate success across teams and business units. Global IT training resources can teach others to leverage HP Adoption Readiness Tool (ART) without involvement in every aspect of training

Company: Equifax is a global leader in consumer, commercial and workforce information solutions that provide businesses of all sizes and consumers with insight and information they can trust. Equifax organizes and assimilates data on more than 600 million consumers and 81 million businesses worldwide. It employs 7,000 people worldwide.

Contact: Ronald Jones is Vice President of the Global IT Project Management Organization (PMO). He focused on the customization, streamlining, process development, and rollout of a global demand management solution encompassing 2,300 users. Victoria Edge coordinates the Global IT Training program at Equifax. She was tasked with planning, developing and delivering user training.

Business goals: Equifax lacked clear visibility into how staff resources were allocated

throughout project lifecycles. The company wanted a demand management solution. It also needed to train 2300 solution users worldwide on PPM topics (Finance, Time, Project, Resource and Demand Management) as well as their customized SharePoint and Oracle reporting solutions. Victoria Edge was the only dedicated training resource in IT. Originally her only support tools were Microsoft Word and PowerPoint-based user guides, along with a few recorded modules. The cost and effort associated with that type of rollout was unsustainable and could not meet deadlines.

HP Software implemented: HP Project and Portfolio Management Center (PPMC), HP Adoption Readiness Tool (ART). Equifax uses HP PPM primarily for demand management and secondarily for project management. Jones and Edge say HP ART was a “game changer” as no competing vendor offered a turnkey solution that includes training and onboarding users. Compass is the internal name for HP PPMC at Equifax.

HP Software Professional Services: Equifax started the Compass implementation on its own. Without dedicated resources, its iterative implementation approach took excessive time. Jones engaged HP Software Professional Services, which developed a way to migrate entire business units vs. individual teams with high accuracy. This accelerated implementation and onboarding. In addition, HP SW Education supported Edge in meeting her aggressive two-month training development and delivery window with high quality and effectiveness.

Benefits: Granular demand-management visibility; expedited training.



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