

**Objective**

Achieve better demand management and control of IT projects

Approach

Researched the market to find a set of management tools that would meet the needs of the business

IT Matters

- Creates common standards for every project with better collaboration between IT and business units
- Create a self-service project demand tool for business groups
- Provides greater visibility of cost and project status for end-users
- Generates comprehensive reports to facilitate quality audits

Business Matters

- Supply a full control of project development and delivery steps
- Reduces costs and time taken for each project
- Enables clear and justifiable chargebacks to business units
- Delivers solutions that better meet the needs of the business

GE.SI.ass improves project management for insurers

HPE Project and Portfolio Management delivers greater visibility



Gestione Sistemi Informativi ed Elaborazione Dati Assicurativi, (GE.SI.ass) provides IT services for two of Italy's leading insurance groups. Their highly competitive business environment demands constant change so GE.SI.ass needed an efficient way to manage an increasing number of new projects. HPE Project and Portfolio Management and HPE Asset Manager provided the solution.

Challenge**Demands of a competitive market**

Milan-based GE.SI.ass provides outsourced IT services to two insurance groups, Helvetia Italia Group and the Italian division of National Suisse Group. In Italy, Helvetia operates as an all-line insurer primarily in the northern provinces of the country. Its counterpart Nationale Suisse Italy is a competitive insurer offering life and non-life insurance products.

These two groups operate independently with competing strategies and they must constantly innovate to compete effectively in their complex market. This results in many new projects and requests for change.

“HPE PPM delivers more control of the demand management lifecycle and better knowledge of costs. This eliminates overspending and produces projects that match stakeholder expectations.”

– Walter Redaelli, project manager, GE.SI.ass

GE.SI.ass is a part of a limited liability consortium and is owned by the Helvetia and Nationale Suisse Groups. It delivers infrastructure services, along with application management and customer support. It also masterminds new software systems and undertakes business analysis and application management. With such a broad portfolio of services and so many change requests, efficient project management is crucial to its work.

“We receive around 650 change requests which come from different business units and cover many projects from application creation, updates and evolution to new business services, or change projects,” says Walter Redaelli, project manager for GE SI.ass.

“In the past, the end-users requesting these services gave only brief and incomplete instructions to the IT team. Often, there were no detailed discussions on the requirements. Approval processes were conducted out of the system, without structured documentation and workflow to support the decision and in fact, business units only saw the result of their requests when the final project was delivered. By then, time and budget had already been spent.

“If the end result was not satisfactory, any change requests needed additional funding and were excessively costly because they often required a complete re-work of the delivered application which meant that a new sub-project had to be opened.”

GE.SI.ass wanted to develop a deeper knowledge of its customers' needs and to optimise the communication flow between business and IT. It also needed to develop new and more efficient ways of planning resource and demand management as well as charging back costs. These requirements could only be delivered by a sophisticated management tool.

Solution

An end-to-end view

The company's solution was to implement HPE Project and Portfolio Management (PPM) and HPE Asset Manager.

HPE PPM provides visibility into strategic and operational demands and gives a view of all ongoing projects across the organisation. It delivers critical information in real-time so project managers can make the right investment decisions and standardises, manages, and captures the execution of project and operational activities and resource usage.



HPE Asset Manager facilitates the most economical use of assets by automating best practices across the asset management lifecycle. It integrates processes into IT Infrastructure Library (ITIL) service support workflows including incident, problem, and change management to improve service quality and business outcomes.

GE.SI.ass uses the Demand Management, Project Management, Resource Management and Time Management modules of HPE PPM. The solution is used when planning any new applications or when developing new features within existing applications and IT environments. It uses automated processes to define a framework for requests and any data that is required. It also collects information on business needs and any other useful facts. Interfacing with the company's SAP application, HPE PPM uses that data to build project plans, schedule resources and plan chargebacks to the appropriate business units.

Benefit

Increased satisfaction and reduced cost

Using HPE PPM has enabled GE.SI.ass to standardise its project planning format with all requests stored in a single repository and easily traceable.

It also supports increased collaboration between IT and business users who now enter their business requirements directly into HPE PPM and so become an active part in the process.

“One person in each chosen office is in charge of entering the requests and works with a counterpart in the IT team,” says Redaelli. “With manager approval, the representative enters a request into HPE PPM. IT then produce a project cost and time estimate allowing for financial approval from the business before starting a new project or initiative.”

The HPE PPM self-service function allows stakeholders to check on project progress and also follow up on the spending status. Visibility of this information means that requestors can review expenditure before requesting any modifications and changes prior to final delivery.

“Using HPE PPM has created common standards for every project, provided visibility for all groups and has reduced project costs,” adds Giorgio Maccagni of GE.SI.ass Project Management Office.

Customer at a glance

Software

- HPE Project and Portfolio Management
- HPE Asset Manager

“HPE PPM offers a more formalised system of demand management that increases the satisfaction of end-users by giving them greater control and visibility.”

– Giorgio Maccagni, Project Management Office, GE.SI.ass

“It saves time and increases efficiency, and projects are better specified right from the outset. Customers are more satisfied with the end results because they have earlier information on deliverables and cost so can request changes that meet their expectations.”

In the past, when IT quality audits were requested, it was a long and difficult process to supply all the necessary documentation. Now, HPE PPM delivers comprehensive and timely reports that provide end-to-end visibility of each project.

“We have had great feedback and satisfaction from the business units,” comments Redaelli. “Negotiations between IT and our stakeholders have improved with better visibility and tracking of project plans and costs. Chargebacks are now clearer and can be justified. Also, because HPE PPM tracks all the time that is spent on projects, staff can make decisions on which activities need more time and which might require less resources.”

GE.SI.ass is also using HPE Application Lifecycle Management and HPE Unified Functional Testing (previously known as HPE QuickTest Professional) for testing new applications. Furthermore it plans to use HPE Executive Scorecard software to manage and analyse performance. It is also considering the addition of the HPE PPM Document Management module to manage the many documents that are generated for each project.

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