

***SCA designs, implements and manages a corporate Project Management Office to centralize project services for a \$2 billion electronic retailer.***

**The Client**

An international leader in online retailing of computer systems to consumer, business and government

**The Situation**

For several years, this company has consistently suffered run-away IT projects. Software development projects were managed inconsistently across different IT departments with no standard approaches to development and implementation, as well as a lack of project metrics such as resource usage and budget tracking. A once dominate player

**“Strategic Consulting Associates provided exceptional services in helping to design, implement and run our new corporate Project Management Office. Along with excellent training for our new project managers, SCA’s project management capability has made a significant contribution to the performance of our project delivery services.”**

**Paul Del Giudice**  
Vice President, IT Systems

in its marketplace, the client has been unable to maintain its leadership position due in part to a lack of responsive IT services as well as consistent overruns in project budgets. Senior management, facing a corporate turn-around, needed world-class service performance from IT to successfully complete the transformation.

**The Challenges**

- Centralize project management services.
- Train project managers in a consistent project delivery methodology.

- Integrate project and engineering management processes into a coherent and repeatable methodology
- Create a centralized project information repository from which to report resource and budget utilization data.
- Implement a PMO Balanced Scorecard to measure the success of the new organization.

**The Solution**

Strategic Consulting Associates was retained to develop a centralized Project Management Office (PMO) responsible for all corporate and IT projects. SCA was responsible for the organizational design and initial management of the rollout of this mission-critical organization. Along with design and management of the PMO, SCA also provided training and mentoring to project managers in best practices of software engineering and project management. In addition to organization design and staff training, SCA implemented an enterprise project management tool designed to manage the entire workflow of all key processes, from project initiation, tracking and resource utilization to project close-out.

**The Benefit**

The client has seen a significant increase in project performance as a result of the implementation of the PMO concept. Projects are now managed using a consistent approach; budget and resource tracking now provide clear use of scarce capital resources; projects and their teams are measured using a consistent and fair performance management system.

**ABOUT STRATEGIC CONSULTING ASSOCIATES**

*Strategic Consulting Associates is a regional provider of integrated business and technology consulting in the areas of strategy, solutions, IT architecture and professional services. SCA is committed to providing a seamless approach to these services by combining excellence in execution with continuous innovation to help its clients effectively compete in the 21st Century. SCA is in the business of helping organizations develop breakthrough performance in their IT organizations by implementing technology-enabled solutions to deliver new products and services, streamline business processes, and develop mission-critical applications. SCA has access to best-in-class technology and management professionals to help achieve your organization’s goals.*