



PROJECT CASE STUDY

Point of Care Network (POCN), a dynamic product development startup, faced challenges related to project management inefficiencies, cost overruns, and suboptimal vendor management that were stalling their growth and affecting profitability.



AT A GLANCE

Challenges

- Inefficient Project Management: Outdated practices not suited for fast-paced, iterative product development.
- Contractual Issues: Ambiguities in client contracts led to frequent scope changes and increased costs.
- Poor Inter-Departmental Coordination: Lack of communication and project handoff between departments delayed projects.
- Ineffective Vendor Management: Disorganized vendor relations increased costs and inefficiencies.

Strategies Implemented

- New PMO and Agile Adoption: Established a PMO and adopted agile methodologies, enhancing adaptability, stakeholder engagement, and speeding up project delivery and product iterations.
- Client Contract Revision: Overhauled contract language to reduce ambiguities and provide clearer scope details and expectations.
- Vendor Management Reorganization: Clearer contracts and restructured vendor management contributed directly to the bottom line, allowing funds to be reallocated to other strategic areas.

CROSS-DEPARTMENTAL PMO DATA WORKFLOW OPTIMIZATION

OBJECTIVE

The goal was to overhaul project management methodologies, refine client contract terms, enhance inter-departmental handoffs, and streamline vendor management to improve overall efficiency, reduce costs, and accelerate project delivery.

RESULTS

- Streamlined Operations and Reduced Costs: The strategic restructuring and operational improvements implemented at POCN not only enhanced the efficiency of project delivery but also significantly cut costs across the board.
- Faster Project Turnaround: Developed custom forms in Workfront to streamline inter-departmental handoffs, boosting project delivery speed by 30%.
- Financial Savings and Budget Optimization: Streamlined web development vendor management, reducing costs by 18% and saving \$300,000 in 2023.
- Client Contract Revision: Overhauled contract language leading to a 25% drop in scope modifications and a 40% reduction in unforeseen costs.

CONCLUSION

POCN's comprehensive approach to transforming its project management practices and optimizing cost structures proved to be a significant success. The company now enjoys a more agile, efficient, and cost-effective operation, setting a robust foundation for future growth and innovation.



"Eunice is a joy to work with and is a seasoned PMO executive. She led our complex matrix PMO organization which has many client project managers and other departments under it and led our internal infrastructure projects. Eunice led our transition to Workfront while simultaneously leading a complex application software development project. Eunice is a hard worker and runs an effective and efficient team. She is a great leader and skilled manager who knows how to motivate her team to success. I highly recommend Eunice for any PMO leadership role."

Carmen Mazzatta
COO & CFO, POCN