

CASE STUDY ROUND UP SERIES

The Future of Project Management: Citizen Development



AT A GLANCE

Partners

- TrackVia
- Quixy
- Pipefy
- AgilePoint

Customers

- Education & Training Company
- Navayuga Infotech
- DASA
- Fortune 100 company

INTRODUCTION

This month we are bringing you real-life stories of how Citizen Development can help project managers to be more successful.

The ability to build applications has historically been designated to professional coders, however, low-code and no-code technology has democratized the skill and ability to build applications such that anyone can do it.

Project managers are change agents: they make project goals their own and use their skills and expertise to inspire a sense of shared purpose within the project team.

Project professionals use many different tools, techniques and approaches to meet the needs of a project. Throughout this article we will explore how Project Management combined with Citizen Development will improve efficiency, reduce costs, and speed up project activities through the adoption of digital solutions and automation of workflows.



"Citizen Development enables us to transform our job description. We have often toiled to add PMP, Agile, Scrum certifications to our resumes. But these improvements in the process have only incrementally improved the success rate of projects. Those codified process improvements aligned to the job description. Citizen development could move us to redefine the job description or how we execute the existing job by huge leaps. This paradigm shift is exactly what it needed for the project management profession."

Rich Weller - Director Program and Portfolio Management at MI-GSO|PCUBED

Roger Moffat - Director of Global Channels and Alliances at TrackVia



EDUCATION & TRAINING

Streamlining work to increase on-time delivery and reduce costs with TrackVia



Problem

- Manual process and multiple systems impede product development process.
- No way for product managers to know exactly where a project, such as a book, was within the development workflow.
- Without accurate project information, forecasting timelines and resources for other projects was extremely difficult.



Solution

- A workflow management solution that, first and foremost, was flexible so they could easily make modifications as their needs dictated over time.
- To provide quick visibility into project statuses, increase their production throughput, and reduce the number of emails and spreadsheets throughout the business.
- A system that could be easily integrated into their Six Sigma LEAN methodology.



Outcome

- The implementation of a custom, comprehensive product development application.
- They consolidated three systems and multiple project spreadsheets into a single TrackVia application.
- As a result of modernizing their production workflow they sped up on-time delivery with their products, as well as reduced costs by consolidating systems and streamlining processes.



“Content production is an extensive, custom workflow touched by multiple employees in 18 different departments. By automating and streamlining our workflow with TrackVia, we will be able to truly understand and quickly correct performance issues that slows down our processes. We are significantly increasing employee productivity by eliminating emails, spreadsheets, and multiple systems.”

VALUE STREAM DIRECTOR



NAVAYUGA INFOTECH - ENGINEERING

Quixy powers 20% improvement in staff productivity at Navayuga Infotech



Problem

- Navayuga Infotech (NIT) was using a legacy application to manage overall business processes across various departments. The system was developed several years ago and did not keep pace with the evolving business scenario.
- The business needed to upgrade the legacy application through use of in-house developers or replace it with a new system.
- Both options required significant effort, cost, and time.



Solution

- Most business processes across departments were automated on one platform.
- The citizen developers, under the guidance of the central IT team, automated their respective processes and built applications for their departments that were then seamlessly integrated with other department processes as per the requirements.
- Most business processes such as Project & Task Management, CRM & Lead Management, Leave and Payroll Management amongst many others were automated.



Outcome

- The whole implementation, executed in a phased manner, was completed just within six weeks.
- The solution streamlined the overall operations across departments and eliminated the use of manual and email-based processes.
- The transformation boosted employee productivity by 20%, and the satisfaction improved by 40%.
- The employees were able to save time from mundane manual tasks and instead spend it on other core business activities.



"I'm extremely satisfied with Quixy, we have automated so many processes and that has helped us improve team productivity by over 30%."

VENKATA ASHOK

Senior HR Executive, Navayuga Infotech



DIAGNOSTICOS DA AMERICA (DASA) - HEALTHCARE NETWORK

How DASA Increased Efficiency in 295% Managing Supply Chain Requests



Problem

- Processes managed through a basic ticket system, spreadsheets, and email.
- No visibility of SLAs and traceability of each request. The process has a long cycle, and many teams are involved. Requesters couldn't track the status of each ticket.
- Lack of communication among all departments and information loss during the process.
- Difficulty scaling the operation without increasing headcount.



Solution

- Logistics requests are centralized in a single place. All information necessary is collected in an error-proof form.
- The process has clear rules and connects 10 different teams who can collaborate in each stage of the process.
- A high level of automation frees up the team from manual activities like updating requesters by email or opening tickets to other teams.
- Reports allow managers to track process SLAs and make data-driven decisions.



Outcome

- 223% increased ROI in the first year using Pipefy.
- +295% increase in team efficiency: from 236 to 931 tickets per employee per month. In the supply management requests process.
- 75% decrease of SLA in the logistics requests, speeding up from 4 days to 1 business day.
- 7k+ demands managed per month.
- 20k+ automated actions per month.



"In one of our flows, before Pipefy, each employee within the Logistics team used to treat ~230 tickets per month. Nowadays, each one of them can handle ~930 per month, allowing our team to scale the operation without needing to increase headcount. It is a massive productivity increase."

MATEUS PRIÓLLI PEREIRA

Process and Projects Specialist



FORTUNE 100 COMPANY IN AEROSPACE AND DEFENSE.

AgilePoint implement a Pay Cycle Management (PCM) application globally across all company subsidiaries that gain thousands of hours back in employee productivity.



Problem

- No visibility of processed and unprocessed payments.
- Back and forth emails and phone calls used to push invoices through the payment cycle.
- Manual transfer of information to third- party systems.
- Data maintained by several people in different silos.
- Inefficient conflict resolution.



Solution

- One PCM application that can be used across all business entities and integrates with ADP and RPA.
- A dashboard that offers full visibility and status of different invoices including real-time updates.
- An application that allows all parts of the payment cycle to be completely auditable.
- Built-in quality control.



Outcome

- Development cost savings, productivity cost savings, and legacy platform cost savings.
- Comprehensive audit trail throughout the process.
- Hundreds of processes executed per week within demanded timeframe.
- Thousands of hours gained back in employee productivity.
- Implemented across all global subsidiaries.

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IN SUMMARY

Project Managers can improve efficiency, reduce costs, and speed up daily activities through the adoption of citizen development.

Three common themes from our featured case studies:

Visibility

Before citizen development: Project Managers use emails and spreadsheets to check the status of different projects and workflows.

After citizen development: By consolidating systems into one application, Project Managers can get real-time updates, visuals graphs and tables and track actionable next steps.

Productivity

Before citizen development: Time wasted doing labour-intensive and mundane tasks.

After citizen development: Automating tasks to improve processing times, increase productivity, and reduce time to value for customers.

Job Satisfaction

Before citizen development: Relying on IT for all IT related problems, impacting team and project efficiencies.

After citizen development: Empowering non-technical employees to create, deploy and manage business applications.

FEATURED ORGANIZATIONS

Navayuga	DASA
 <p>Navayuga Infotech Private Limited, a CMMI Level 5 and ISO 9001:2015 company, is a leading global information technology solutions and services power house offering innovative, flexible and affordable software solutions to customers across the globe.</p>	 <p>Dasa is the largest integrated healthcare network in Brazil, serving more than 20 million people a year, with high technology, intuitive experience, and an attitude ahead of time, with more than 59 brands of laboratories, hospitals, and medical centers.</p>