

# TEMPUS RESOURCE

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Brian Collins, Business Process Support Manager



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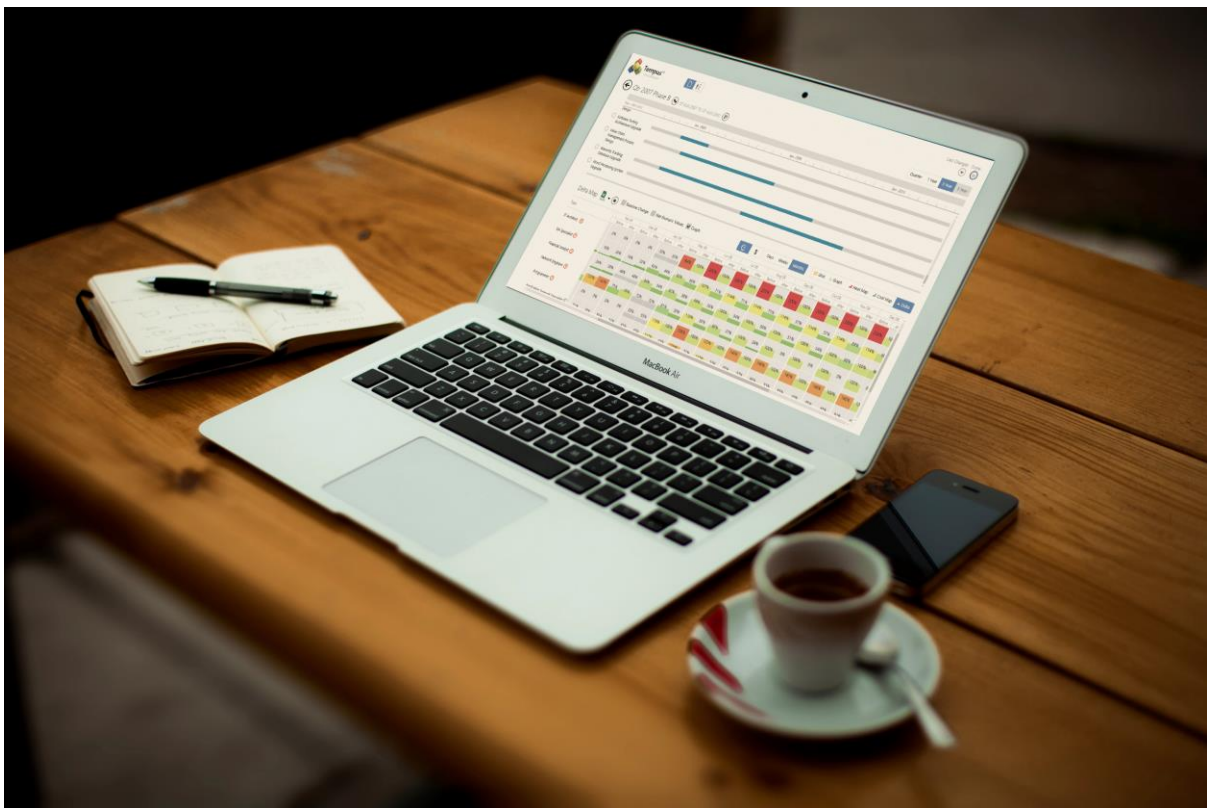
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# Achieving Resource and Project Visibility

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*Brian Collins, Business Process Support Manager for Emprise Bank*



## Why Emprise Bank Chose Tempus Resource

With roots stretching back to 1910, Emprise Bank serves customers with personal, business, retirement and wealth management solutions. Now operating in more than 20 Kansas communities, the bank's activities are underpinned by a strong philosophy of integrity, excellence and quality of service for every customer.

The technology department is responsible for supporting multiple divisions across both banking and retail operations. Meeting different and often conflicting priorities with the right level of resources is a significant challenge. Emprise Bank has recently deployed Tempus Resource, with the aim of bringing new visibility and control to the project portfolio. Brian Collins, Business Process Support Manager for Emprise Bank, explains what the new strategy is designed to achieve and why the bank chose Tempus Resource as its go-to solution.

## A Labour Saving Solution for a Complex Portfolio

"Like most technology departments, we support other divisions across the business portfolio" says Brian. "Of course, those different divisions can't necessarily appreciate how their requests affect the allocation of resources from our department. It's natural that in a thriving business different project priorities can often conflict. We're involved in the project management side, the departmental support side, the report writing side...and we need to make sure that everyone's needs are met so that we deliver to the highest standard for the benefit of our customers."

In terms of managing requests and expectations, achieving a higher level of resource visibility is the key priority, according to Brian. "At least 75% of our work is on projects and we need to make sure that they all get done. But we also need to give our people a good understanding of how our resources are being deployed so that they can appreciate how we're handling the priorities and see how their request fits into the overall portfolio. If we're telling somebody that their project or task will take longer, it's difficult to manage those expectations without any visibility around the reason why. For us, it will be really valuable to be able to show the different departments a clear picture of the workflow, the resources that are supporting that workflow and how and where their request fits into that. And, of course, that visibility will enable us to plan the pipeline in a more informed

way, making sure that projects are being completed in the right order and with the right level of resources.”

## Maximum Benefit for Minimum Input

The solution for Emprise Bank has come in the form of Tempus Resource – a unique technology suite that facilitates fast, real-time resource management and capacity planning. After careful consideration of three possible solutions, it soon became clear that Tempus Resource was the one most aligned to the organisation’s needs, Brian explains.

“What I liked about Tempus Resource was its simplicity. When I saw the demo I could see that we could achieve some pretty quick output without a heavy financial or operational investment. We’re currently entering our data on a standalone basis – although in the future we may well look at integrating Tempus Resource with a PPM tool like Project Server. Just the other day I asked my assistant to input some data I had compiled. She didn’t have any previous experience of Tempus Resource and she wasn’t at any of the demos. I gave her a very quick tutorial and she was able to input everything quickly, easily and correctly. She even found a few extra functions that will be useful for us. It’s intuitive, even for people who aren’t accustomed to using this type of software. That means that we can get up and running with it very quickly.”

## The Future: Extending Excellence in Project Delivery

Moving forward, Brian is enthusiastic about the potential for streamlining delivery of multiple projects and outputs for multiple departments. “I’m hoping that Tempus Resource will help us to prioritise our projects more intelligently, instead of trying to do everything at once. If an urgent project comes up, for example, Tempus Resource will give us the visibility to identify where we can pull resources from to meet that need. Similarly, it will allow us to deal with any over or under allocations that might cause project creep. At the moment, our department typically stays on top of the schedule by juggling constant decisions and priorities - often working long hours to get everything done. But we think that Tempus will give us the ability to see exactly what we have allocated to a project, monitor the reality against the plan, and quickly deal with any potential delays or extra demand that might occur. Simply put, we have chosen Tempus Resource to help us

execute projects faster and ensure an efficient workflow that everyone can see and understand. That will benefit all of us – from our internal people to our shareholders and, of course, our customers.”

Even though deployment of Tempus Resource is in the very early stages, Brian is clear that the experience has been a positive one. “From what I’ve seen so far, ProSymmetry seems to be a very accommodating company offering a good product and good service. They respond to our queries quickly, they’re very flexible and we have had a great early experience that we hope will continue. In terms of return on investment, for me the crucial advantage is how easily we have been able to get up and running with the software and how little resource we needed to expend to achieve a quick and meaningful benefit. Compared to the other solutions we looked at, that’s a real differentiator. I can get the result I need with minimum outlay. For a company like ours that’s constantly delivering a wide portfolio of projects in a customer facing environment, that’s where I think the biggest win lies.”

# More information

Tempus Resource allows users to:

- Run powerful “what-if?” scenarios in real time.
- Quickly gauge over and under-allocations of resources.
- Create fast, intuitive infographic data.
- View the full project portfolio in one place.
- Work with stand-alone data, or import data from management tools such as Project Server.

For more information about Tempus Resource from ProSymmetry please contact:

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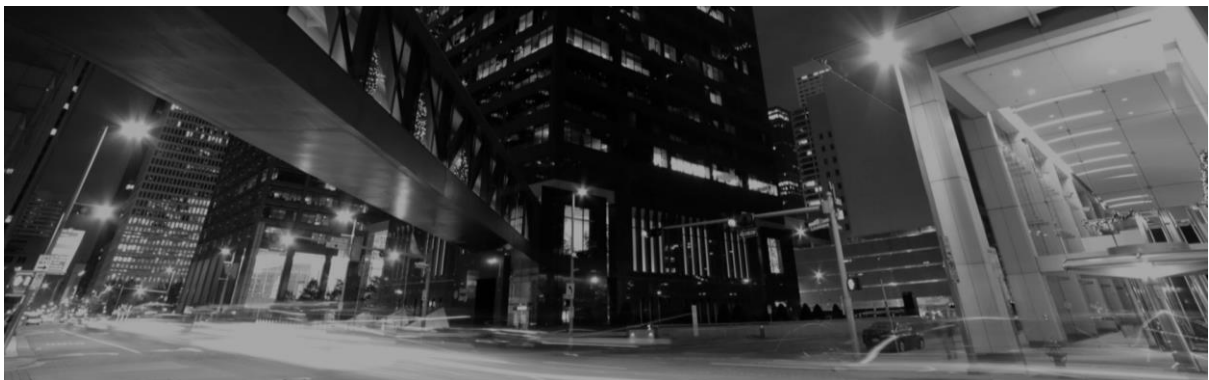
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## About ProSymmetry



ProSymmetry offer a number of innovative Project and Portfolio Management tools, and is a Microsoft and Nintex Partner.