



Sisters of Mercy Health System

“We lacked the visibility into our project portfolio and struggled to allocate the right resources at the right time...traditional office productivity tools simply were not efficient for an organization of our size; now with Daptiv PPM we are able to assess our project portfolio at any time and overcome our resource management bottlenecks without having to make significant changes to our business processes.”

Scott Arnold, Vice President EPO

AT A GLANCE

“We needed a solution that would provide better visibility into our resource allocation and portfolio management...traditional office productivity tools simply were not efficient for an organization our size.”

Scott Arnold,
Vice President EPO

CUSTOMER PROFILE

Customer: Sisters of Mercy Health System

Website: <http://www.mercy.net>

Organization Size: 37,000 employees

Country or Region: United States
(MO, AR, KS, OK, TX, MS, LA)

Industry: Healthcare

Founded in 1986, the Sisters of Mercy Health System (Mercy) is the 9th largest Catholic healthcare system in the US, with operations in seven states and 37,000 employees.

BUSINESS NEED

For more than 23 years, the Sisters of Mercy Health System (Mercy) has served as the parent corporation for 26 acute care hospitals, three heart hospitals, outpatient care facilities and much more. Needless to say, Information Technology plays a vital role in the day-to-day operations of the corporation. The Enterprise Project Office (EPO) at Mercy has been entrusted with the responsibility of tracking all corporate projects and ensuring that all projects are meeting business objectives.

Key areas of emphasis for the EPO are: project intake & governance, project status reporting, portfolio management, resource management, time reporting and project scheduling. The EPO was thus keen on having a single system to plan, execute, and monitor all corporate initiatives. However, the current IT solution, which mainly comprised of office productivity tools Microsoft Project and Microsoft SharePoint, was unable to meet the needs in a manner that was timely and easy to use.

In addition, the implementation and administrative overhead of the current system did not make it an efficient solution. Historically it took the EPO three business days of staff time per month to collect and synthesize project and portfolio data, and then format the content for further consumption. Each team allotted a substantial portion of this time to rekeying information that had been extracted from multiple, disparate data sources. In addition, senior leaders struggled to gather and track project



initiatives and other performance measurements. According to Scott Arnold, vice president EPO, “We needed a solution that would provide better visibility into our resource allocation and portfolio management...traditional office productivity tools simply were not efficient for an organization our size.”

SOLUTION

Under the leadership of Scott Arnold, the EPO at Mercy evaluated a number of alternate solutions and selected Daptiv PPM as the vendor of choice. “We were excited about the ease of use of Daptiv PPM and its flexibility to meet our business needs” says Jay Carter, manager-project management at Mercy. “Also, we were confident that Daptiv PPM’s integration capabilities would allow us to integrate the Dovico time tracking system with Daptiv PPM, thereby saving time with double entries and ensuring data accuracy.”

The EPO worked with Daptiv Professional Services to configure Daptiv PPM to Mercy’s process for project intake, project scheduling and project management. Custom dashboards were built to include master schedule components, resource capacity, portfolio composition and risk scoring. Now, the vice president has a single dashboard from which he can assess project portfolio and track the status of various corporate projects. The program and project managers are able to access project status reports on a real-time basis and allocate the right resources at any given stage in the project.

The EPO also used Daptiv PPM’s workflow capabilities to improve collaboration among project teams. Now, all stakeholders receive notifications (via email) on items that need their attention and they can quickly access the task or document that they need to act on.

BENEFITS

By adopting Daptiv PPM, the EPO at Mercy has been able to make timely decisions on the projects that need investment and projects that need to be closed or stopped. In addition, there is a very clear understanding of resources and organizational capabilities; thereby allowing the EPO to avoid resource bottlenecks. And, thanks to better visibility into its project portfolio through dashboards, project templates and workflows, the EPO can now ensure tighter quality control and continued process improvement.

REAL-TIME ACTIONABLE INSIGHTS THROUGH REPORTS AND DASHBOARDS

Through integration between Mercy’s Dovico time tracking system and Daptiv PPM, the EPO has eliminated double entry of data. In total the company has saved three business days per month and has also eliminated errors in project status reports.

It used to take several hours to format reports before Daptiv PPM was implemented. Now, with Daptiv’s Work Intelligence™ it takes a few minutes. This helps the EPO make real-time decisions on projects and resources.

IMPROVED GOVERNANCE

Prior to Daptiv PPM, there was no centralized system in place to evaluate project requests, monitor project execution and enable project communications. With Daptiv PPM’s workflow and project template functionality, the EPO has been able to enforce best practices while sanctioning projects and building project plans. Daptiv’s Dynamic Applications™ have allowed Mercy to create user defined fields and forms, which has given

them the flexibility to adapt Daptiv PPM to their business process. Users are therefore encouraged to use Daptiv PPM as the system of record for budgeting, professional services and other project related functions.

BETTER COLLABORATION

Before the EPO at Mercy decided to implement Daptiv PPM, email and MS SharePoint were the primary methods of collaboration. In essence, collaboration was enabled through document management rather than information sharing. With Daptiv PPM the project team members are able to author, view and share information in one application; thereby enabling true collaboration.



ABOUT DAPTIV

Founded in 1997, Daptiv is the leading provider of on-demand Project Portfolio Management (PPM) solutions. Daptiv has helped thousands of companies improve their strategic planning and business execution by offering adaptable PPM solutions and expert professional services. Daptiv's customers include world-class organizations such as Beam, Chase, Coach, Harvard University, Honeywell, International Hotels Group, and Virgin Australia. For more information about Daptiv's PPM solutions, please visit www.daptiv.com.