

### Cable & Wireless Americas and Caribbean, Bridgetown, Barbados

**Challenge:** Mitigate unstructured processes

**Project:** Introduce a standardized project workflow process

**Solution:** VPMi, VCSonline LLC, Manchester, Mo., USA.  
www.vcsonline.com

**ROI:** Increased manageability and visibility of projects

### Doba, Orem, Utah, USA

**Challenge:** Align project tracking methodologies across the organization

**Project:** Implement a standardized project management system

**Solution:** @task, AtTask Inc., Orem, Utah, USA.  
www.attask.com

**ROI:** Operational improvements, time savings and better project visibility

### MORE VISIBILITY MEANS LESS FAILURE

It can be a messy process driving IT projects from idea to implementation—and it was clear Cable & Wireless Americas and Caribbean needed more structure. IT staffers were relying on Microsoft Project Plan and Excel spreadsheets to initiate projects. But that meant little or no visibility into enterprise-wide technology needs, activities and spending. “When projects got under way, business units were not held accountable for delivery, as they considered all projects to be the domain of the IT department,” says Arthur Phidd, CIO at the company. “This was a recipe for failure, and we saw our fair share of failed projects.”

Because Mr. Phidd spends much of his time traveling to visit customers throughout the Caribbean, he needed a system that could be accessed over the web. This would allow him to stay current on his department’s latest work—and prevent projects from falling behind. In May 2006, the company turned to VCSonline’s online project management solution, VPMi. The rollout was part of the company’s strategy to restructure its IT division and introduce centers of excellence across the business to enforce best practices for project management.

The IT department was immediately able to better plan and allocate staff resource requirements at all 13 offices in the country. “I could quickly see in VPMi which offices needed additional staff to handle current project demands,” Mr. Phidd says.

Since implementing VPMi, the team launched a commercial hosting service project four weeks ahead of schedule. VPMi also helped manage the development and rollout of a new payroll platform and the migration to the faster asymmetric digital subscriber line technology, with minimal interruptions to the company’s offices.

### WEB COMPANY BACK ON TRACK

Wholesale online retailer Doba didn’t want to hire an outside project manager. But the fast-growing company lacked a single methodology for tracking work and resources. Each team used its own approach to project and task management with Microsoft Excel, Microsoft Project and e-mail. “I knew from my past experience that this was going to be a problem. We needed a solution that would bring things together,” says Keith Hester, director of engineering at Doba.

The company implemented @task last December and transferred its bug-tracking system into the project planning and scheduling program. The software allowed the queuing of projects and centralized project and task management.

It also reduced the time Doba spent creating projects from scratch by dividing them into three categories: “five-minute” projects, small projects lasting less than two weeks and requiring a project leader, and medium-sized projects spanning from one to six months. “With the templates, we can launch repeat projects that fall into these three buckets and really create value and efficiency,” Mr. Hester says.

The Doba team is reporting operational improvements, too. “Now our organization is aligned on the same views, and we’re all talking about the same information,” Mr. Hester says. “With @task, we picked up rhythm.”