

# Standardized PM Tollgate Model Streamlines Project Management & Demand Processes



## SITUATION

The IT Organization of a global retailer was growing. Due to business expansion, both in terms of the number of stores and the number of concepts, the IT Organization had to undertake several large ticket projects to create a future ready application portfolio. To support this expansion, they needed robust demand and project management processes.

## IMPACT

Without standard project management processes, the execution quality was heavily dependent on the PM's capability. Also, without integrated demand planning, IT budgets were frequently overrun and several special approvals were required to support ongoing projects.

## RESOLUTION

ITC Infotech provided a PM Tollgate model with templates to ensure a standardized framework to support project execution. An assessment of the IT Organization's governance processes was conducted, defining a best fit PMO solution; subsequently, PMO processes and tool design were suggested.

## The Customer

The customer is a multinational retailer with over 200 stores spread across India. Under its various concepts, the company is involved in retailing of apparel, footwear, consumer electronics, cosmetics, beauty products and home improvement and baby products. They also have interests in hospitality, leisure and mall management. The client has several in-house brands and also works with other brands, acting as a retailer.



## The Need

The customer was looking to streamline their demand management and project management processes to improve the quality of service to business.

### Challenges

- Standardize project management processes
- Create an integrated demand management process – provide tracking and visibility of demands to involved stakeholders
- Define the PMO design and tool support requirements

## The Solution

ITC Infotech executed the engagement over 4 weeks using its P3 Evaluation Methodology.

### Key Solution Steps

- Conducted an overall IT Governance assessment, identifying key gaps
- Defined a PM Tollgate model and supporting templates
- Designed the PMO and supporting tool

## Business Benefits

Post completion of the assessment, the customer achieved the following:

- Streamlined process to integrate and manage demand
- Standard PM model and templates
- PMO team and supporting tool setup
- Gap identification and roadmap creation for existing IT Governance

### About ITC Infotech Business Consulting Group

The Business Consulting Group (BCG) at ITC Infotech is a converging point for business & IT solutions. We aim to transform business performance, bringing a strategic perspective on process improvement and IT enablement. Our team blends domain experts and consultants, bringing unique capabilities to discover and resolve business concerns of the day.

Our expertise spans Consumer Goods, Retail, Process Industry, Logistics & Transportation, across key business functions such as product development, production, supply chain management, sales and marketing management, field force management, and customer relationship management.

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