



Türk Ekonomi Bankası turns project management into a business enabler

HPE PPM and Compello PPI boost
efficiency by 100 per cent

Objective

Design a clear, simple, justifiable project management process in line with the bank's strategy

Approach

Researched three vendor solutions using the criteria of reputation, previous implementations, local presence and efficient support

IT Matters

- Increases project management team's operational efficiency by 100 per cent and supports project completion rates at 75 to 80 per cent
- Improves the IT maturity of demand, portfolio and project management by 60 to 70 per cent
- Decreases master planning effort by 50 per cent and improves timeliness of timesheets

Business Matters

- Provides executives with the information they need to support sound decision making
- Transforms the IT Project Management Office Organisation into a proactive decision support operation
- Confirms reputation as one of Turkey's most innovative and competitive banks



Türk Ekonomi Bankası (TEB) has a reputation as one of Turkey's most innovative banks but to make the right business decisions its executives rely on having efficient project management data. The bank's IT Project Management Office (PMO) now delivers this with the help of HPE Project and Portfolio Management software and PPI analytic reporting software from HPE Partner, Compello.

Challenge

Restricted project management

Conditions are tough in the commercial world. Enterprises must innovate to succeed but it's often difficult for executives to pinpoint the ventures they should concentrate on.

They need to know what resources and budgets are required and whether the final result will meet business demands, so they rely on efficient data collection and analysis combined with clear reporting. Delivering these benefits was a significant challenge for the IT PMO at Türk Ekonomi Bankası, one of Turkey's most vibrant banks.

“As TEB’s IT Project Management Organisation, we no longer act as just a data agent responsible for collecting and verifying the quality of data. With HPE PPM and Compello PPI, we deal with strategic decisions, deliver complete project and portfolio management, set the rules for proper resource usage then monitor and measure the results.”

– Didem Örkün, IT Project Management Office Lead, Türk Ekonomi Bankası

Türk Ekonomi Bankası (TEB) a reputable institution in the Turkish banking sector, was established in 1927. Since its establishment, TEB, has expanded its network of branches and range of products and services across different fields of the banking sector including investment, leasing, factoring and portfolio management. In February 2005, BNP Paribas, one of the strongest banks in the world, operating in more than 80 countries, became a partner of TEB.

In the wake of its strategic partnership with the BNP Paribas, TEB was able to utilise its expertise in corporate, commercial and private banking and smoothly migrate into the fields of retail banking, small business banking and SME banking.

TEB’s stated ambition is to be a leading medium-scale bank and it already has a reputation as one of the country’s most innovative financial organisations, running a state-of-the-art infrastructure and introducing many new products into the Turkish market.

While this pioneering approach is good for the business, it places intense demands on the bank’s PMO. The PMO supports an IT department of 500 and deals with between 1,000 and 1,200 projects a year of various sizes. It also responds to over 3,000 individual ‘fast-track’ demands. Nowadays, pressure is even more intense because many projects are business-critical involving such things as changes to TEB’s core banking system.

“There was an in-house product used for demand collection and timesheet tracking but project management and portfolio management concepts were new to IT,” says Didem Örkün, IT Project Management Office Lead at TEB. There was no resource management, only rough estimations over capacity, and planned vs actual comparisons were not made.

Because of the lack of transparency on project budgets and timelines, and the lack of approval processes the company’s business lines complained about a ‘black hole’ into which requests disappeared.



“The biggest challenge for the IT PMO was to provide a unique and up-to-date platform for discussions between IT and the business. We were struggling to create value by providing executives with the most current information to support strategic decision making,” confirms Örkün.

Time-to-market was longer than necessary and business strategies were not aligned with IT capacity. Then, pressure on the PMO increased dramatically when TEB merged with global banking and financial services giant, BNP Paribas. TEB needed to comply with BNP processes so many IT processes and tools had to be re-designed and reporting demands increased.

Solution

Sophisticated analytic reporting

TEB's IT PMO researched the market for a product that would support its processes. It chose to implement HPE Project and Portfolio Management (PPM) because Hewlett Packard Enterprise demonstrated several successful implementations in the Turkish financial sector and could deliver swift implementation.

HPE PPM software is designed for the effective management of multiple projects, providing critical information in real-time to help executives make the right investment decisions. TEB's strategy was to keep the solution as simple as possible and avoid unnecessary customisations so it implemented the Demand, Resource, Time and Project Management modules of HPE PPM.

However, the PMO needed to increase its reporting capabilities so it decided to use HPE PPM in conjunction with Project and Portfolio Intelligence (PPI), the reporting and analytics solution from Compello. With 60 ready-to-use reports, graphics and dashboards, PPI extracts information from the HPE PPM database and provides a comprehensive environment for performing reporting and analysis of multiple projects and programmes.

Örkün explains: “as the organisation grows and matures the variety of reporting needs to deepen in areas such as auditing, measuring and monitoring and that is where PPI starts acting. We integrated PPI to report data that enables us to measure IT efficiency and prove its value within the bank.”

Customer at a glance

Software

- HPE Project and Portfolio Management
- Compello Project and Portfolio Intelligence

“HPE PPM is a strong and integrated product in terms of combining demands to projects and enriching them from resource and time management perspectives. With its embedded portlets, it also responds to users’ daily operational reporting needs.”

– Didem Örkün, IT Project Management Office Lead, Türk Ekonomi Bankası

Benefit

Improved operational efficiency

Improving efficiency with HPE PPM and Compello PPI has changed the whole image of the PMO and the way it is perceived within the bank. It is now seen as a trusted decision support centre that can provide high quality information based on facts.

“We have succeeded in the principal goal of implementing HPE PPM, which was to design a clear, simple, justifiable demand management process in line with the bank’s strategy,” says Örkün. “IT projects are now directly related to anticipated business and financial benefits and reports from the financial team to the CFO show a 50 per cent improvement in the financials submitted for projects.”

Overall IT management regarding on-demand, portfolio and project management has improved by between 60 and 70 per cent and the quality and timeliness of timesheet submissions has increased by at least 30 per cent. Following the use of HPE PPM and PPI, the portfolio completion rate is now running at between 75 and 80 per cent and improved reporting is believed to have increased the PMO’s operational efficiency by 100 per cent.

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