

DRIVING QUALITY THROUGH PROJECT STANDARDISATION WITH HYDRA

BACKGROUND

Epicor is one of the worldwide leaders in ERP software. 20,000 customers in more than 150 countries rely on Epicor to help them meet business challenges today, and empower them for even greater success tomorrow. With solutions available in more than 30 languages, Epicor can reinvent your organisation, whether you conduct business locally, regionally, or internationally.

The global Professional Service division of Epicor, supports its customers with the highest quality of service, ensuring successful implementation of Epicor's ERP solution.

THE CHALLENGE

The EMEA Professional Service division of Epicor was striving to improve quality of delivery, while maintaining efficiency in an increasingly competitive environment and satisfying customers' demands for transparency.

Upon assuming the leadership of the EMEA Professional Service group, Craig Stephens immediately focused on building the foundations for service excellence, believing that only a consistently high quality delivery could help achieve success, both on customers' satisfaction and profitability levels.

The creation of a PMO was the core around which a strategy was built to focus on improving the capability of project managers through:

- A change in style
- An increase in predictability of outcome
- Governance of best practices

"Thanks Hydra for partnering with us in this fantastic journey!"

MARIO VILLAREJO, PMO Senior Manager

www.epicor.com

Industry: ERP software

THE OBJECTIVES

- Drive quality of delivery
- Improve resource utilisation
- Reduce costs
- Expand project delivery capabilities
- Increase customer satisfaction
- Change the way services are delivered to get results.

THE OUTCOME

- Increased visibility of use of required methodology
- Improved communication standards between employees
- Increased efficiency of processes
- Better estimating for more accurate forecasting
- Repeatable processes and projects.

THE SOLUTION

Epicor selected Hydra PSA as their preferred Professional Services Automation tool due to its unique blueprinting capability and its innovative concept of deliverables, rather than activities, as the main drivers of projects. Compared to other solutions, Hydra was chosen for its focus on service delivery and control as well as the partnership approach it offered to Epicor.

During implementation, Epicor and Hydra worked closely to build the first Blueprint based on Epicor's Signature methodology. Epicor's project experts translated their knowledge and best practices into a Blueprint tailored to Epicor's specific business requirements. The Blueprint was designed to be constantly refined to increase predictability and high quality reporting.

Epicor required advanced custom reporting to gain better visibility of its operation and more accurate forecasting. The Blueprint offered a fundamental baseline to standardise project reports and allow cross-project comparison in budget and time performance.

THE RESULTS

Hydra PSA was a fitting solution for the business, transforming the way projects are managed and helping to deliver a reduction in time to market projects and increase in customer satisfaction in the first 12 months of implementation. Epicor increased quality of service delivery and gained more satisfied customers that appreciate the transparency that Hydra offers.

Epicor's successful roll-out of Hydra in EMEA has been followed by its adoption in the ASIAPAC region, to replicate the efficiency gains and profitability increase achieved across EMEA.

Mario Villarejo, PMO Senior Manager, explained "Hydra's implementation is an integral part of the PMO transformational program inside Epicor, which mission is to deliver successful projects through project management excellence."

The implementation of Hydra has provided a platform for portfolio-level analysis allowing management to measure the performance of projects, identify areas for improvement and make informed business decisions.

A SUCCESS STORY

Epicor delivers one of its largest implementations with Hydra.

The combined team consisted of 50 resources from 20 nationalities working in 4 geographical regions. Hydra's cloud-based platform increased visibility by providing a shared view of real-time information on the project for both Epicor resources and the client project team.

"As PMO Sr Manager, Hydra is helping us to reinforce key concepts of Project Management and ensure consistency and standardisation in our projects by using its blueprint capability," said Mario Villarejo, PMO Senior Manager, "I use it as a driver or enabler to transform the traditional Project manager role, which is today focused in monitoring and control, into a more leadership, communication and integrator role."

"The ability to measure deliverables on the project was a key success factor."

RASHID PANDORE
Consulting Manager