

# Portfolio Management | Operations Model Definition and Implementation



## Situation

Our client, a financial services leader with over 11 million consumers actively banking online, turned to SolomonEdwards for a Portfolio Management solution to define and execute an operations model that will prioritize, manage and successfully deliver over 500 projects for their digital channel group.

The complexity facing our client was heightened by the number of interdependent projects and releases resulting from a larger integration project. Our client had over 500 projects to be scored out, ranked and prioritized. The group used Clarity to document projects and resources. The information in Clarity needed to be aligned with the needs for all stakeholders to facilitate resource planning and agreement for prioritization.

## Solution

The SolomonEdwards Consulting team needed to define, modify and execute processes and capabilities within Clarity to allow ease of use and reporting for the PMO and stakeholders project/program managers. The team's work enabled the PMO to work with their partners to facilitate the

prioritization and subsequent delivery of all digital channel projects, inclusive of projects for a large on-going integration. The process and operations model accommodated re-prioritization when new projects or change controls are communicated and included the steps necessary for communication and approvals.

## Results

The SolomonEdwards consulting team successfully delivered the operations model, which included the build out, and an oversight committee to allow the assessment, prioritization and resourcing of all new initiatives that came into the Program Office.

The SolomonEdwards consulting team structured mechanisms to support the ongoing operations and created a communication platform to provide updates to the Program Office team. Updates included the communication of new processes and pertinent information to all external partners. The successful conclusion allowed our clients to nimbly navigate a complex portfolio of projects, with the ability to manage and report clearly with all stakeholders.



**INDUSTRY:**  
Banking



**DEPLOYMENT:**  
Team

**SERVICES:**



**Business Transformation**

*Business Process Optimization*

*PMO*

*Portfolio Management*