

Business Transformation | Program and Project Management



Situation

Our client, a large regional bank in the Southeast, wanted to develop and rollout new products and service offerings to better serve their high net-worth Wealth Management clients. The organization outlined the products they wanted to implement, but quickly recognized that they needed project and change management expertise to work with the IT PMO involving people, processes and technology. The client came to SolomonEdwards with a request to build an internal PMO organization to manage the transformation processes.

Solution

SolomonEdwards worked with the bank to identify projects that aligned with the transformation objectives. Projects were broken down into portfolios by product lines (mortgage, credit card, investments, treasury, etc.) and SolomonEdwards' project managers were engaged to manage the portfolios.

SolomonEdwards held facilitated sessions for each product line to identify people, process and technology changes that would be

needed to meet objectives. Based on current state, desired state and identified gaps, remediation plans were developed and became the basis for the portfolio of projects.

In addition, SolomonEdwards was asked to stand up an internal PMO to be responsible for ongoing transformation activities. We worked with the client to identify appropriate processes, implement governance and staff the PMO.

Results

Over the course of 12-18 months, responsibility for Program and Project management was transitioned to the client with full knowledge transfer.

- PMO was staffed and trained.
- Objectives for new products and servicing offering were met.
- New disciplines for project, change and communications management were instilled in the client.



INDUSTRY:
Banking



DEPLOYMENT:
Team

SERVICES:



Business Transformation

*Program & Project
Management*

Thought Leadership

Strategic Communications

Stakeholder Engagement

Executive Communication

Change Leadership

Organizational Effectiveness