THE CHALLENGE

A national testing company was developing a new online assessment test that would ensure their competitive position. The program manager responsible for the initiative understood the enormity of the project and the criticality to the testing company's leadership position. He realized he needed continuous and direct qualitative communication with the members of the various development teams to augment the statistical data found in his traditional project management software. Traditionally, this critical information was obtained when management walked around and met with team members. But because the teams were so large and disconnected the traditional technique wasn't an option. Fundamentally, the national testing company needed a solution that would:

- ✔ Increase visibility into emerging concerns and issues of the project teams
- ✔ Improve communication across the various teams as well as between the development organization and the project stake holders
- ✔ Proactively identify risks

THE SOLUTION

The national testing company selected CAI's Automated Project Office (APO) to address their business needs. APO provided them:

- ✔ Accurate and timely team member perspectives and status
- ✔ Multi-dimensional up-to-date information from all levels of the organization
- ✔ Consistent communication with team members and project stakeholders
- ✔ Early warnings to potential project risks

THE VALUE

APO provided the national testing company with a venue for team members to share their concerns and issues. This information gave senior management daily, up-to-date visibility with the appropriate detail to support executive decision making and highlighted disparities in perceptions within the project team. Had those inconsistencies not been uncovered, significant effort and associated costs would have been wasted. Most importantly, the timely delivery of several strategic projects would have been jeopardized.

THE LINE OF BUSINESS

This nonprofit national testing company administers and scores more than 50 million assessment tests annually in more than 180 countries, at more than 9,000 locations worldwide. With more than 2,500 employees located in offices throughout the United States and the world, they have been leading the field of assessment and measurement testing for decades.

www.AMIPlatform.com/APO

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