

RENTAL PORTFOLIO MANAGEMENT SOLUTION

CGN implemented a Portfolio Management Solution for a rapidly growing organization, resulting in a first year Return on Investment of over 200%.

Business Problem

The Rental Services Department of our client was faced with all the challenges of a rapidly growing organization – they had to retain their competitive advantage while living up to the high standards that had been historically achieved. Change was an integral part of this growth so change management and communication was a key focus area to their sustainability.

CGN Solution

CGN implemented a Portfolio Management Solution that provided management, district reps and the support staff with tools, processes, and expertise to:

- Prioritize all initiatives across the department based on Key Performance Indicator's (KPI's)
- Manage a network of options
- Enable visibility to all stakeholders on the impact, status, and roadblocks across the entire portfolio of initiatives
- Manage large initiatives that required multi-team and cross-functional expertise including schedule, budget, and risks
- Develop a communication frame-work to deliver the appropriate information to the right people at the right time
- Build a rough-cut capacity plan across the department

Customer Benefits

Go/No-go decisions on initiatives were based on strategic alignment. Risks were proactively managed and options were evaluated and managed accordingly to ensure business goals were met. The department improved visibility of plans and resources via the project office dashboard to the rest of the organization. Project plans were streamlined for successful execution; multiple resource pools were managed proactively; and communication between teams and dealers was significantly increased.

SCOPE

Develop an execution framework that would align the department's portfolio of initiatives to its strategy and act as a communication hub for management, district representatives, and subject matter experts (Internal consultants); Provide real-time dashboards and status updates on progress, issues and roadblocks across the portfolio; Enable cross-team communication and feedback; Manage the execution of key strategic initiatives.

BUSINESS DRIVERS

Retain competitive advantage; Organization facing significant change - Improve the transition of people; Projects need to keep consistent goals, be on time and within budget - Eliminate last minute fire drills; Improve visibility – Create an effective communication channel; Great ideas generated - Provide a clear execution path



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