

Project Visibility in AtTask allows CHEP Global IT to Align to Strategic Business Projects

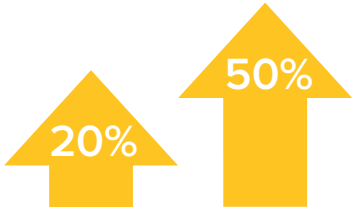


CHEP, a member of the Australian-based Brambles Group
Industry: Manufacturing
Company Size: 7,000
www.chep.com

The inability to accurately track time and resources invested in projects motivated CHEP to pursue a new work management solution. AtTask became the single source of truth for its global IT project management office.

Misaligned with Strategic Initiatives

The global IT organization within CHEP supports project management and IT efforts for 7,000 employees across 50-plus countries within the Brambles Limited umbrella, which includes CHEP, IFCO and other pooling solution brands. In early 2011, a vast majority of the IT group's time was focused on providing support rather than on projects that added value to the business and its strategic objectives. This inability to give greater focus to strategic initiatives derived in large part from ineffective project management tools.



PROJECTS INCREASES

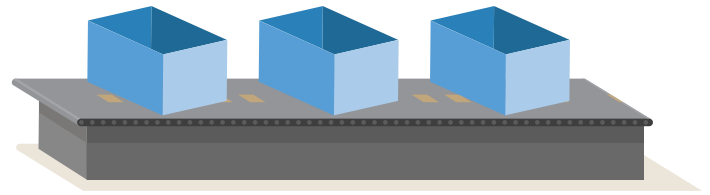
Time spent on strategic business projects increases from 20% to 50%

With his team using a combination of Excel spreadsheets and basic project management software, the director of CHEP's Global IT Project Management Office (PMO) could not accurately track where IT team members were spending their time and how much time they were spending on different projects. Not only did this make it difficult to shift effort from tactical to strategic initiatives, but also there was no audit trail to accurately capitalize the IT department's internal labor costs.

The Director tasked one of his program managers with finding a fully integrated work management system that would meet CHEP's needs.

“You can't move the needle for the company when you're spending 80 percent of your time on support. You move the needle when you're working on projects that add new capabilities or value to the business. We needed a solution that would enable us to better track our efforts to help us understand why support was so high and what we could do to redirect those energies toward executing on our strategy.”

Andrew Goddard,
Director of Global IT PMO, CHEP



ALIGNING WORK WITH INTELLIGENCE

CHEP IT gets a single source of truth and a unified approach to project management with AtTask.

“AtTask gives us a single source of truth within the IT organization and a unified approach to project management. The standardized templates and project schedules within AtTask give our project managers a standard way of working, while raising visibility to our senior executive level and other stakeholders of the work we do within the IT organization.”

Marc Rothstein,
Supply Chain Program Manager, CHEP

A Standard Way of Working

For the CHEP Program Management Office, the potential solution needed to have an online repository for storing complete project plans and status updates, support interaction among team members, and provide visibility into projects. To ensure organization-wide adoption, CHEP also wanted an easy-to-use interface. Simple administration of the potential solution also was key, since CHEP did not want to rely on third parties to provide development or administrative services. Finally, flexible reporting and customization were necessary, along with a number of other capabilities as well.

With these requirements in mind, CHEP quickly eliminated a number of potential solutions. After all of the provider demos and interviews ended, AtTask was the clear choice. And in summer 2011, CHEP's IT Department began implementing this solution.

Enabling Intelligent Decisions

The social media-like interface of AtTask spurred its widespread adoption among project managers and within IT. That level of acceptance made it possible to track project time and resources accurately and comprehensively.

With new visibility into where people were spending their time versus original estimates, the CHEP PMO could better manage projects and resources, ensuring staff were focused in the right areas. This also provided an audit trail to accurately capitalize IT expenses and charge for time spent on projects.

AtTask also became instrumental in CHEP's efforts to align IT work to company strategy. The IT PMO director suddenly had the ability to see that the IT staff needed to spend more of their time on strategic business projects; and could then shift resources as

needed. Within months, resources were rebalanced, and CHEP IT had raised their time spent on strategic projects consistently to 50 percent and above.

Perhaps the biggest benefit for CHEP was that AtTask provided a single source of truth for every team member. In a few clicks, project managers, business analysts and developers could determine which projects they should be working on. When anyone in the organization needed to know the status of a project, everyone could draw that information from AtTask and get the same, consistent data.

As a result of this newfound visibility and consistency across the global IT team, CHEP expanded its use of AtTask. By summer 2013, the solution was being used to handle 98 percent of all projects across their Supply Chain, CRM, Global Functions, and IT groups.

“AtTask lets our people from Sydney to South Africa to Orlando easily work together on the same projects. It allows us to make intelligent decisions, focus on executing our strategy, and solve business problems.”


Andrew Goddard,
Director of Global IT PMO, CHEP

AtTask Enterprise Work Management

AtTask is the leader in Enterprise Work Management Software and helps global enterprises recognize, understand, and solve work chaos caused by insufficient visibility. Using a combination of technology and expertise acquired from observing the customers we've served, AtTask provides a single system of truth that eliminates work chaos, provides global visibility, and increases productivity.

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