

# CO-OP Financial Services Reduces Project Delivery Delays by 92%



Industry:  
Financial Services

Geographies:  
U.S. and Canada

Employees:  
1,450

## CHALLENGE

CO-OP Financial Services needed insight into the workload and availability of its resources to reduce project delays caused by overallocation, inefficiencies, and lack of data.

## SOLUTION

Leveraging project data within Planview PPM Pro™ has given managers the insight they need to empower decisions about prioritizing resources, justifying staffing, and forecasting demand.

"We have reduced project delays by 92% and increased the number of projects we can deliver by 50%. We couldn't have done it without PPM Pro."

– Steven Wood, Project Portfolio Administrator, CO-OP Financial Services



## About CO-OP Financial

CO-OP Financial Services helps credit unions leverage technology and insights to strengthen member connections and propel growth. The company offers processing and payment services, including debit, credit card solutions, wallets, and ATM processing.

### Challenge: Get Visibility into Resource Capacity to Reduce Project Delays

Without a resource management solution, leadership lacked the data they needed to understand resource capacity, demand, and staffing shortages. It was challenging to prioritize and staff discretionary projects over “business as usual” (BAU) work, setting up conflicts that ultimately led to poor planning and frequent project delays. “Resources claimed they were overworked, but there was no data to prove it,” says Steven Wood, Project Portfolio administrator at CO-OP Financial Services. “If managers have insight into what their resources are doing and their availability or lack thereof, it will empower them to make better decisions.”

### Solution: Detailed Insight into Resource Capacity to Optimize Resources and Forecast Demand

CO-OP Financial Services uses Planview PPM Pro’s timesheet functionality to centralize data into a single source of truth for all of their work. Timesheets give resource managers insight into the complete picture of project and BAU activities for more accurate forecasting and optimal resource utilization. “We use PPM Pro to staff demand using timesheet averages, create demand and capacity reports, and forecast future work,” says Wood. “Now, we know exactly who is available, when, and where they can be best utilized.”

## Results: Fewer Delays, More Accurate Planning, and Better Resource Utilization

Due to the visibility PPM Pro provides CO-OP Financial Services, the company has reduced project delays by 92% and increased their project capacity by 50%, boosting both their efficiency and their reputation within the company.

“Forecasting demand and availability is faster, more accurate, and more reliable,” says Wood.

“We rely on the timesheet data to tell the best story versus emotions or the loudest voice.

Decisions are backed with data and managers have confidence in the validity of that data.”

With resource managers empowered with data, there are fewer conflicts about projects, resource placement, headcount, and forecasting.

### Future: Standardizing PPM Pro across All Business Units

While the Client Projects business unit was first to adopt PPM Pro, the visibility, automation and efficiency it provides has garnered the attention of other business units within the company. Subsequently, CO-OP Financial Services is going through a growth period with PPM Pro as they add more resources and project managers from other business units to the system. Another 200 Team Users will be onboarded with the end goal of deploying the solution across the entire organization, business unit by business unit. “As more managers adopt timesheets, they will make better decisions sooner and with less effort,” says Wood.

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