



—taking the lead

CLIENT SUCCESS STORY 2022

Hollard.

Financial Services Provider

HOLLARD GROUP

*adopts Microsoft Project Online
to improve their ability to support
their business and improve project
delivery*

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Gold
**Microsoft
Partner**





DUPCO Consulting - Client Success Story 2022

Contents

A MICROSOFT PROJECT ONLINE SUCCESS STORY	3
THE HOLLARD INSURE STORY	12
THE HOLLARD CENTRAL UNITS STORY	16
THE HOLLARD LIFE SOLUTIONS STORY	20

A MICROSOFT PROJECT ONLINE SUCCESS STORY

The Hollard Insurance Group (Hollard) was established in 1980 and is a licensed Financial Service Provider (FSP). Hollard's purpose is to enable more people to create and secure a better future. It provides various products and services to its clients, including short-term insurance, life insurance, and investment products. These products and services are provided via internal business units (BUs) that are also responsible for servicing these products on an ongoing basis. These internal BUs make use of a number of internal services, such as network and security maintenance.

Hollard recently underwent significant organisational change, in a process which spanned a few years. Among other things, the Group re-examined their project delivery process and started implementing a cloud strategy.

Moving everything from an on-premises managed environment to the cloud required the organisation to establish a cohesive Project Management practice.

Before Microsoft Project Online

“We needed a solution that enabled us to report at portfolio level” ... Joe Strydom

Joe Strydom, Head of Strategic Programme Management for Hollard's Life Solutions Business Unit, explains that before Microsoft Project Online, Hollard Life Solutions utilised an in-house built Microsoft Excel spreadsheet solution using Visual Basic, and all the reporting was run out of that. However, the system was unreliable because it frequently crashed and multiple users could not access the system simultaneously. Additionally, the system was not very stable and did not allow reporting at a portfolio level. Joe highlighted the fact that the system "involved a lot of workarounds rather than a proper solution." Furthermore, projects that were reported via the in-house Excel solution were all local projects within their own Microsoft Project schedule (desktop application) that utilised local resources with no enterprise resources. "So, we had no view of the capacity of a particular person across several projects," says Joe.

“It is really important to all of us to have a shared standard across the group, obviously because of our business units being different in terms of focus whether it's long-term insurance or short-term insurance or the group Centre functions” ... Neil Theron

Neil Theron, Head of Business Enablement for the Central Units states “The success of the Excel spreadsheet solution, which was completed manually by project managers (PM) to report on projects, was heavily reliant on the skills of the PMs and their perspectives. Inevitably, inconsistencies in reporting standards hampered project reporting quality.”

In addition, the quality of the reporting was further affected by the inconsistent views different PMs would utilise to interpret the progress of a project. In certain cases, some PMs would complete the one-pager in full detail, whilst others would give quick high-level feedback. Furthermore, the process of standardising information that was populated on the Microsoft Excel spreadsheet meant more time spent on decoding information rather than completing a project. This led to incompatible feedback and frustration amongst PMs across projects and BUs. Neil states “For us, as Hollard Group, we must be aligned, in reporting on projects. When we report that a project is red, red must mean the same thing to all of us otherwise we won't know whether we're progressing or not..” In addition, Head of Agile PMO at Hollard Insurance, Anton Burger explains “the challenge with this reporting system was you always had to ask a colleague to email you information concerning previous reports, previous SteerCo packs, and the business cases,”

The Solution

“DUPCO started working with Hollard delivering a proof of value based on Microsoft Project Online.”

... Phill Coetzee

Phill Coetzee, Director at DUPCO Consulting states “the solution that DUPCO suggested to the Hollard Group was Microsoft Project Online, a fully matured Project solution providing both a Programme and Portfolio Management “The project online version was released in the market in 2011/2012, however, Microsoft Project, the professional desktop version was released in in 1984.” Phill explained. In addition, “Project built with SharePoint allowed for full capabilities of Project and Portfolio Management, coupled with Collaboration and Document Management “Hollard faced a challenge as they adopted the Safe Agile Methodology of project delivery, and traditional waterfall projects running in parallel. Microsoft Project Online covers all of this, however, Hollard was looking at introducing an Agile solution and investigated and implemented Atlassian Jira and Microsoft Azure DevOps to use for the agile projects” Phill stipulated

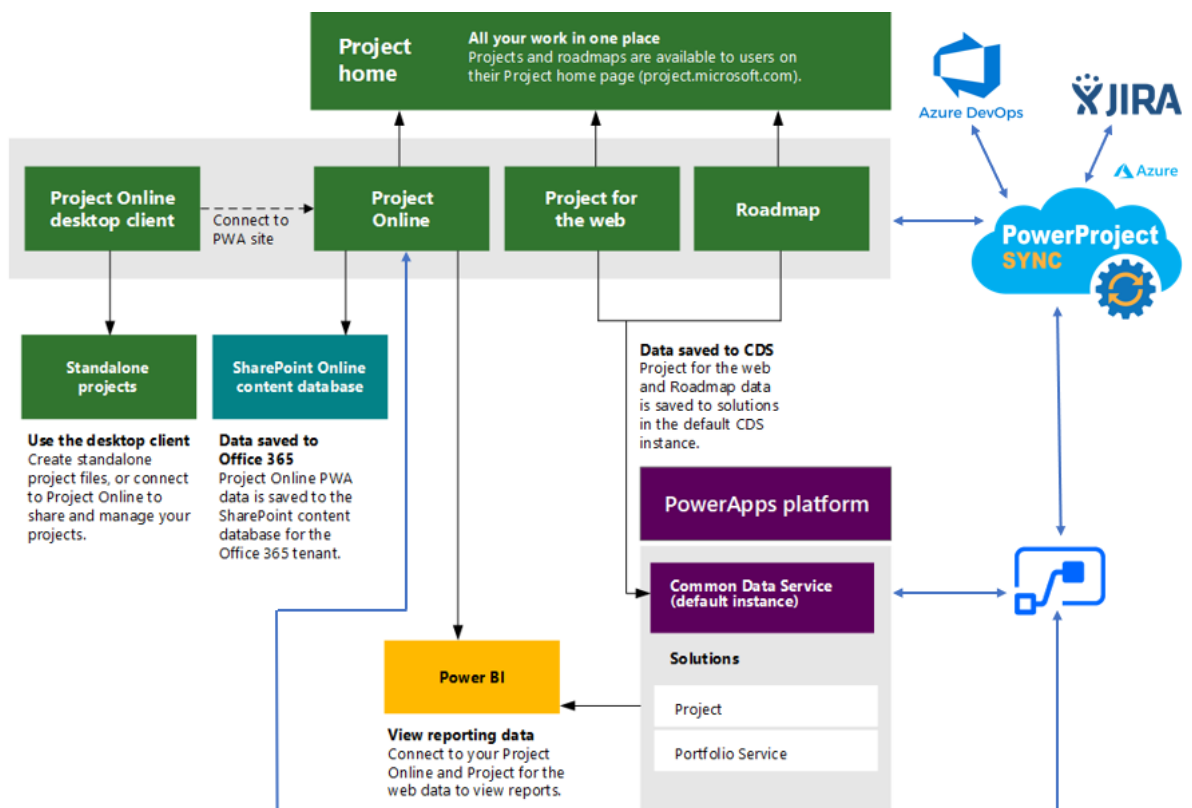
“So, the solution DUPCO proposed and set as a base for Hollard was Microsoft Project Online, and DUPCO Consulting developed a solution integrator called DUPCO PowerProject Sync”

... Phill

Phill explains “The DUPCO PowerProject Sync solution is for the use of integration allowing employees to work the way that they want to, using preferred solution and business still get the benefits of the governance that they require in Microsoft Project Online.” Moreover, the PMs would be able to report in a single view using Microsoft PowerBI for project and portfolio insights.

DUPCO PowerProject Sync would sync all tasks, task updates, iteration or Sprint and resource information which will provide a full view of all the resources, costs, tasks and keep a history of what is going on in a specific project. Furthermore, PMs will have all the traditional management styles and solutions that are required for long-term planning with the benefits of having task management tools like Azure DevOps and Atlassian to pull in for project and work management.

“For, short-term planning and short-term delivery teams are more comfortable using toolsets such as Microsoft Project Online” Phill explains. “Where your project managers are more comfortable in using it because they can-do long-term planning and also see the impact of things being moved around across a project’s life instead of just specific sections that are required for the task or work management process.” Phill continues. Therefore, DUPCO Consulting suggested that Hollard Insurance continues with Azure DevOps, and Life Solutions and Center continue with Atlassian for their Agile short-term delivery as-is and using Microsoft Project Online as the base for short-term and long-term planning. The DUPCO PowerProject Sync, provided added value as the interface to sync required information bi-directionally from Azure DevOps and Atlassian Jira to Microsoft Project Online for a full Enterprise view for all Business Units.



DUPCO PowerProject Sync Solution

*“DUPCO PowerProject Sync will sync all tasks, task updates, iteration or Sprint and resource information which will give Hollard a complete view of all the resources, costs, tasks and also keep a history of what is going on in the project” ... **Phill***

*“I loved working with the DUPCO team and still do” ... **Joe Strydom***

Furthermore, DUPCO Consulting utilises project management principles, and partnering with Microsoft Middle East Africa (MEA), DUPCO Consulting has developed a process to optimise business delivery and complement it with solutions that can refine and automate that delivery.

*DUPCO Consulting is very supportive, professional, and willing to walk the extra mile”
... **Neil Theron***

In addition, DUPCO Consulting is a Microsoft Gold Partner and Cloud Service Provider (CSP) that amongst other services can assist clients with a flexible month-to-month Microsoft license subscription service that will cover all three Microsoft clouds – Azure, Dynamics 365, and Microsoft 365 as well as Windows, SQL Server, and Microsoft Project Online. “Our relationship with Hollard Group has proved that we can deliver and implement project management solutions in the enterprise space successfully.”

*“I like the approach that DUPCO proposed which is, ‘Let's start small.,’ ‘Let's get this thing going, and also the fact that DUPCO offered some of the work items almost for free”
... **Anton Burger***

Microsoft Project Online Solution

“Microsoft Project Online is definitely the best tool for the job” ... Joe Strydom

Joe explains, “The initial and immediate benefit that Hollard gained is consolidated visibility of project information. Now we can see where the projects are, what the progress is, and we can see it immediately rather than waiting for a project manager to report on it manually, so, as their schedules are updated it is immediately visible within the project center as an example.”

Automation is also an immediate benefit because now project managers don't have to open Microsoft Project to see what the overall percentage progress is and then capture it somewhere else. It is automatically synchronised from Microsoft Project to Project Online. Furthermore, the addition of workflows helps Hollard identify where the project is, in terms of its phase and stage, and supports with communication to various stakeholders over email, which is custom built.

“Now the nice thing with Microsoft Project Online is that we could agree on what the standard registers or forms are that we believe should exist on a project as a bare minimum and by agreeing that standardise it across Hollard” ... Neil Theron

“Microsoft Project Online, allowed an instant way of reporting because of the data structure within Project Online being integrated to PowerBI,” says Neil. In addition, using PowerBI makes it very easy to get an overview of multiple projects across business units. Neil continues “I can see where the actual costs are, where the budgets are, and I can drill down to see which projects are overspending and which are under budget.” By eliminating the manual reporting process Microsoft Project Online allowed PMs to focus on the projects rather than teach colleagues how to manually operate and report on an Excel spreadsheet. “So, we can now focus on the content to make sure that risks are logged correctly, interrogate the facts and not sit and try to teach someone how to use Excel and ask them to please not break it” Neil states.

“I reviewed a few tools and quite frankly, I could not find anything as comprehensive as Microsoft Project Online” ... Anton Burger

“Microsoft Project Online provided all the basic project management requirements together with a strong reporting capability and that was appealing” conveys, Anton. Similar products provide the basic project management functionality, however, they lacked standardised reporting capabilities. Anton continues “So, this was the only real solution that I've reviewed that could provide a full end-to-end solution aligned to our business requirements and technology architecture having adopted Microsoft Cloud solutions. plus, it fits in with our architecture because we are a Microsoft shop.”

“Microsoft Project Online allows more conformity amongst the SteerCo packs.” Anton indicates.

“Microsoft Project Online makes it a lot easier to access information especially if someone asks you, because we found ways to also extend the information to business, so they can have a look at the information or the progress. I'd say it had a positive impact on us.”

... **Anton**



Gold Project and Portfolio Management

Return-on-Investment

“The financial cost savings will emerge in the form of more efficient project execution and with that reduced management of changes in scope, resources and costs” ... Joe Strydom

The implementation of Microsoft Project Online has improved project visibility and will help with escalating the right information to a SteerCo or ExCo level at the right time and will also create the ability to foresee possible challenges sooner. “That all contributes to the effective implementation of strategic initiatives,” says Joe. The implementation of an Enterprise Project Solution also aids Life Solutions with the Hollard Group’s internal auditing procedures. “Now we have a proper project repository where all artefacts are saved, and we've got a standard process that makes sure every element of project governance has been completed and implemented and that there's evidence thereof” notes Joe. The application of Microsoft Project Online, Project thus provides a more controlled environment in terms of project management to whichever auditing unit is coming through to audit our processes.

“...but I think the best return on investment is the ability to facilitate quicker decision-making, the ability to escalate problems quicker and improved visibility of projects and potential challenges” ... Joe Strydom

PMs in Business Enablement (BE) are no strangers to utilizing Microsoft products since they have typically been using Microsoft Project as their scheduling solution. Neil states, “There are lots of other products in the market that perform similar functions, but the reality is that Microsoft Project Online fitted our strategy.” Neil adds. Project’s ease of use has ensured that PMs reporting is more efficient - PMs consequently spend less time reporting on projects and more time completing projects. “So, ultimately Microsoft Project Online ticked all the boxes,” Neil indicates. “Therefore, we ultimately got to the point, as a group project forum, that this is the right solution for us and it provided all the base capabilities and functionalities that we needed,” Neil remarks.

“We ultimately got to the point, as a group project forum, that this is the right solution for us, and it provided all the base capabilities and functionalities that we needed.” ... Neil Theron

Working with DUPCO Consulting

Joe Strydom Your initial impression of DUPCO...?

“Ah fantastic, very forthcoming, very helpful, very supportive, very flexible, I really loved working with the DUPCO team and still do. We've now got a support and maintenance contract in place and if the likes of Phill or Bert or anyone doesn't hear from us, then they will engage and make contact. It's easy to get lost in your own world of work, so it's very nice to have a team that if you've paid for a service and you're not utilizing it they give you a nudge to say, “what's the next thing we can help you on in terms of support and maintenance.” Very pleasant experience so far”

Would you recommend DUPCO to other businesses?

Yeah, absolutely.

If you have one sentence or can give me one sentence to express the DUPCO service, what would that be, please?

*Insightful, efficient, and dedicated support throughout the lifecycle of the project.
That would be my sort of slogan for DUPCO*

Neil Theron One sentence to express the DUPCO service?

“One sentence? I think it really would be very supportive, professional, and willing to walk the extra mile.”

Anton Burger *“I like the approach that DUPCO proposed which is, ‘Let's start small.,’ ‘Let's get this thing going.,’ and also the fact that you guys offered some of the stuff almost for free”*

“To say that, ‘Listen we can do X for you.’ and that's the basic package and that's for free and then the rest you need to pay for it, that was appealing to me because we got the opportunity then to first get to know you as a company and through that process, we also got to the point where we learned that we can trust you as well. It's not just an appealing financial package that you offered but you come with a lot of knowledge, and we can trust you as well”

“That for me outweighed a lot of things and I think that was it - that's a relationship that was built on trust and delivery and I must tell you I don't think there's one deliverable that's been missed or one issue that we had because things weren't done, we've never had that discussion and that means a lot to me at the end”

“Right from the start, our interactions were great. I liked the answers, there were a couple of things that we asked and whereas some of the other guys would just say ‘Agh no, it's quite easy to do,’ Phill or Gavin would say, ‘Yoh we first have to have a look at that before we can answer you”

THE HOLLARD INSURE STORY

As South Africa's largest privately-owned insurance group, the Hollard Insurance Group includes The Hollard Insurance Company and Hollard Life Assurance Company. Established in 1980, the Group provides short-term and life insurance as well as investment products to a diverse customer base, including individual consumers, commercial entities, and corporate clients. Hollard's purpose is to enable more people to create and secure a better future.

Significance of Agile at Hollard Insurance

“We look after the whole Project Portfolio for Hollard Insure” ... Anton Burger

“Once Hollard Group has developed Group strategies, our portfolio is responsible for all the strategic initiatives including initiatives that we call ‘IT for IT’,” Head of Agile PMO at Hollard Insure, Anton Burger, explains. Anton further states “This is where we have to do some work on the IT side to renew technology and simplify the technology architecture as well”. Anton and his team utilise the Safe Agile framework to deliver on these projects. “We make use of both static teams and/or flexible teams,” Anton stipulates. “All of them are feature teams and we then divide them into chapters,” Anton explains. “The difference between static teams and flexible teams is that a static team looks after a specific system or ecosystem and they typically do not break up after the work is done, they stay together. Whereas flexible teams are more project-based, therefore, they will do projects and once a project is done, members either move on to the next project or that capacity goes back to a static team. So, we look at all of the demands from a project base in a system maintenance and enhancement perspective and plan them into program increments, and then we execute,” Anton describes. “We therefore enable the Hollard Insure strategy through technology,” remarks Anton.

“We are responsible for delivering key projects that business requires in order to grow or in order to decrease cost” ... Anton Burger

Before Microsoft Project Online, a project manager (PM) made use of Microsoft Project that was on each PM’s desktop with shared folders capabilities. However, “the challenge with this reporting system was you always had to ask a colleague to email you information concerning previous reports, previous SteerCo packs, and the business cases,” Anton explains. “Whereas with Microsoft Project Online everything is there, you go in, you select your project, the business case is there, the previous SteerCo packs are there, you can look at the progress, you can look at the budget, so everything is there immediately” states Anton. Microsoft Project Online allows PMs to have information about a project readily available, consequently, project reporting and project decision-making are more efficient. Anton explains, “I think the reporting had a lot of negative impact on staff morale because it took quite a while to get reports together, get budgets, etc.”. However, Microsoft Project Online has made it very easy. “Now we just generate the reports because we’ve linked the BI reporting module onto the common data services side of Project Online,” specifies Anton. “I think just having that and just knowing that the information is available or readily available and accessible has increased the staff morale because of less reworking and less manual work,” Anton continues.

“I reviewed a few tools and quite frankly, I could not find anything that was as comprehensive as Microsoft Project Online” ... Anton

“Microsoft Project Online provided all the basic project management requirements together with a reporting capability and that was appealing,” conveys Anton. Similar products provide the basic project management solutions but lacked standardised reporting capabilities. Anton continues, “So, this was the only real solution that I've reviewed that could provide a full end-to-end solution and fit to our requirements plus it fits in with our architecture because we are a Microsoft shop”. In addition, “Microsoft Project Online allows more conformity amongst the SteerCo packs,” Anton indicates. “Microsoft Project Online makes things a lot easier to access information especially if someone asks you, because we found ways to also extend the information to business, so they can have a look at the information or the progress, and I'd say it had a positive impact on us.”

Working with DUPCO Consulting

We approached DUPCO plus two other vendors when we requested information. Obviously, the other two companies were a lot bigger and a lot more established and everyone seemed a lot older.

Anton Burger *"I really like the approach that DUPCO proposed which is, 'Let's start small.', 'Let's get this thing going.', and also the fact that you guys offered some of the stuff almost for free"*

"To say that, 'Listen we can do X for you' and that's the basic package and that's for free and then the rest you need to pay for it, that was appealing to me because we got the opportunity then to first get to know you as a company and through that process we also got to the point where we learned that we can trust you as well. It's not just an appealing financial package that you offered but you come with a lot of knowledge and we can trust you as well"

"That for me outweighed a lot of things and I think that was it - that's a relationship that was built on trust and delivery and I must tell you I don't think there's one deliverable that's been missed or one issue that we actually had because things weren't done, we've never had that discussion and that that means a lot to me at the end"

"Right from the start, our interactions were great. I liked the answers, there were a couple things that we asked whereas some of the other guys would just say 'Agh no, it's quite easy to do,' Phill or Gavin would say, 'Yoh we first have to have to have a look at that before we can answer you"

"I think that also showed that, if I talk about a trust thing is that I don't think we would have had the same experience from a delivery perspective of some of the other guys than what we had with DUPCO"

One sentence to express the DUPCO service,

"Always deliver on their promises at an acceptable price and they always honour their commitments."

THE HOLLARD CENTRAL UNITS STORY

As South Africa's largest privately-owned insurance group, the Hollard Insurance Group includes The Hollard Insurance Company and Hollard Life Assurance Company. Established in 1980, the Group provides short-term and life insurance as well as investment products to a diverse customer base, including individual consumers, commercial entities, and corporate clients. Hollard's purpose is to enable more people to create and secure a better future.

Significance of Business Enablement (BE)

The Hollard Insurance Group (Hollard) is a Financial Service Provider, supplying various products and services to its clients, including short-term insurance, life insurance, and investment products. These products and services are provided via internal business units (BUs) that are also responsible for servicing these products on an ongoing basis. These internal BUs make use of a number of internal services, such as IT networks, security, and group procurement services, which are provided by Organizational Support Units (OSUs) in the Centre (so-called “Central Units”). Business Enablement is the department in this Centre that provides the technology that enables these Central Units to deliver their services to the Bus including all the networks and computer systems used by the center and all the departments supporting the bigger Hollard Group”.

Challenges before Microsoft Project Online

“It is really important to all of us to have a shared standard across the group, obviously because of our business units being different in terms of their focus whether it’s long-term insurance or short-term insurance or the group center functions” ... Neil Theron

Prior to Microsoft Project Online, Business Enablement (BE) utilised an Excel spreadsheet solution that was completed manually by PMs to report on projects. The success of this reporting system was heavily reliant on the skills of the PMs and their perspectives. Inevitably, inconsistencies in reporting standards hampered project reporting quality. The quality of the reporting was further affected by the inconsistent views different PMs would utilise to interpret the progress of a project. In certain cases, some PMs would complete a one-pager in full detail, whilst others would give quick high-level feedback. Furthermore, the process of standardising information that was populated on an Excel spreadsheet meant more time spent on decoding information rather than completing a project. This has led to incompatible feedback and frustration amongst PMs across projects and BUs. Neil states “For us as a Group, it is a must for us to be aligned in reporting on projects”.

Neil continues “when we report that a project is ‘red’, red must mean the same thing to all of us otherwise we won’t know whether we’re doing well or not”.

“The nice thing with Microsoft Project Online is that we could agree on what the standard registers or forms are that we believe should exist on a project as a bare minimum and by agreeing that standardize it across Hollard” ... Neil Theron

Neil notes that “When you register a project and you go to the risk register, it doesn't matter in which business unit you are in, it doesn't matter how big or small the project is, everybody will see the same risk register with the same fields, and the same definitions”.

Microsoft Project Online enables all the BUs that are involved with projects in the Hollard Group to use a standardised form which improves consistency in delivering projects. “Standardised information allows me to report across the entire portfolio - I can report on a project level, I can report on a business unit level,” Neil remarks. “Moreover, Microsoft Project Online allows an instant way of reporting because it's sitting in a database, it's sitting in Project Online in SharePoint. In addition, using PowerBI makes it very easy to get an overview of multiple projects across business units.”

Neil continues “I can see where the actual costs are, where the budgets are, I could drill down to see which projects are overspending, which is under”. By eliminating the manual reporting process, Microsoft Project Online allows PMs to focus on the projects rather than teach colleagues how to manually operate and report on an Excel spreadsheet. “So, we can now focus on the content to make sure that risks are logged correctly, interrogate the facts and not sit and try to teach someone how to use Excel and ask them to please not break it,” Neil says.

Microsoft Project Online enables project managers to focus on the task and not manage templates by trying to report manually. “So, that's the kind of the picture of where Project Online has taken us - from a very manual, call it Microsoft Office-type environment, into a solution environment that helps us to standardize and give us the time to focus on what we should be focusing on,” Neil says.

Return-on-Investment

"We ultimately got to the point, as a group project forum, that this is the right solution for us, and it provided all the base capabilities and functionalities that we needed." ... Neil Theron

PMs in BE are no strangers to utilising Microsoft products since they have typically been using Microsoft Projects as the scheduling solution. Neil states, "There are lots of other products in the market that perform similar functions, but the reality is that Microsoft Project Online fitted our strategy," Neil adds.

Microsoft Project Online's ease of use has ensured that PMs reporting is more efficient, Consequently, PMs spend less time reporting on projects and more time completing projects. "Ultimately Microsoft Project Online ticks all the boxes". Neil notes. "Therefore, we ultimately got to the point, as a group project forum, that this is the right solution for us and it provided all the base capabilities and functionalities that we needed," Neil remarks.

Working with DUPCO Consulting

One sentence to express the DUPCO service?

"One sentence? I think it really would be very supportive, professional, and willing to walk the extra mile."

THE HOLLARD LIFE SOLUTIONS

STORY

As South Africa's largest privately-owned insurance group, the Hollard Insurance Group includes The Hollard Insurance Company and Hollard Life Assurance Company. Established in 1980, the Group provides short-term and life insurance as well as investment products to a diverse customer base, including individual consumers, commercial entities, and corporate clients. Hollard's purpose is to enable more people to create and secure a better future.

Significance of Life Solutions

“The Hollard Group’s vision is about creating and securing better futures for our customers and our employees” ... Joe Strydom

Life Solutions is a Business Unit within the Hollard Group that provides a range of insurance and investment products to the mass and middle market. This BU epitomises the Group’s purpose, which is to enable more people to create and secure better futures, including customers and employees. Part of this purpose involves making sure that when a loved one or a family member passes on, those left behind can continue their lives with as little disruption as possible. Joe Strydom Head of Strategic Programme Management explains, “Life Solutions is not just about products, it’s about providing solutions to our customers. These solutions are tailored to customer needs, including life insurance, funeral insurance, and a myriad of value-added products, for example, personal accident, hospital cash back, and credit life products,” Joe continues. “These products and services help to enable better futures for customers and employees”.

Challenges before Microsoft Project Online

“We needed a solution that enabled us to report at portfolio level” ... Joe Strydom

Prior to Microsoft Project Online, Life Solutions utilised an in-house built Excel spreadsheet solution using Visual Basic, and all the reporting was run out of that. However, the system was unreliable because it crashed a lot and multiple users could not use the system simultaneously. Additionally, the system was not very stable and did not allow reporting at portfolio level. Joe Strydom indicates, “It was a lot of workarounds rather than a proper solution”.

Furthermore, projects that were reported through the in-house Excel spreadsheet solution were all local projects within their own Microsoft Project schedule that utilised local resources with no enterprise resources. “So, we had no view of the capacity of a particular person across several projects,” says Joe. Before Microsoft Project Online, project managers (PMs) experienced high levels of uncertainty when overseeing a project because there was a lack of visibility in relation to resource constraints. This led to projects being delayed, resulting in PM’s having to allocate more time to re-plan and re-baseline. Consequently, the ability to predict delays in the timeline, planned finished dates, and costs were all challenges.

“The biggest challenge before Microsoft Project Online was resource constraint management at a global level,” continues Joe. “These challenges also influenced staff morale - if you have someone that has a constraint and it's not visible to a project manager, it means their project is delayed and they just struggle with the accountability of getting the work done but they can't get the work done because there's no capacity.” The inability to view resource constraints by PMs prior to Microsoft Project Online affected their ability to deliver projects in time.

“Microsoft Project Online is definitely, the best tool for the job” ... Joe Strydom

Joe explains, “The initial and immediate benefit that we've got is visibility. Now we can immediately see where the projects are, what the progress is, rather than waiting for a project manager to report on it manually, so, as their schedules are updated it is immediately visible on the project center as an example.” Joe continues, “Automation is also an immediate benefit because now project managers don't have to go and open Microsoft Project to see what the percentage progress is overall and then capture it somewhere else, it is automatically fed from Microsoft Project into Project Online and you can see it directly on the project center”.

“Furthermore, the addition of workflow helps us to identify where the project is, in terms of its phase and stage, and it also sends out, based on the workflow configuration that we put in place, automated communication. This guarantees that the comms to all the various stakeholders won't be missed, and that the comms is designed around a particular standard that will then inform those stakeholders of what's been done, what the next steps are, without the project manager needing to worry about that”.

Return-on-Investment

“The financial cost savings will emerge in the form of more efficient project execution and with that reduced management of changes in scope, resources and costs” ... Joe Strydom

The implementation of Microsoft Project Online has improved project visibility and that will help with escalating the right information to a SteerCo or ExCo level at the right time and will also create the ability to foresee possible challenges sooner. “So, that all contributes to the effective implementation of strategic initiatives,” says Joe.

The implementation of Microsoft Project Online also aids Life Solutions with Hollard Group’s internal auditing procedures. “Now we have a proper repository where everything is saved, and we've got a standard process that makes sure every element of project governance has been completed and implemented and that there's evidence thereof” notes Joe. The application of Microsoft Project Online thus provides a more controlled environment in terms of project management to whichever auditing unit is coming through to audit our processes.

Working with DUPCO Consulting

Your initial impression of DUPCO...?

“Ah fantastic, very forthcoming, very helpful, very supportive, very flexible, I really loved working with the DUPCO team and still do. We've now got a support and maintenance contract in place and if the likes of Phil or Bert or anyone doesn't hear from us, then they will engage and make contact. It's easy to get lost in your own world of work, so it's very nice to have a team where if you've paid for a service and you're not utilizing it they give you a nudge to say, “what's the next thing we can help you on in terms of support and maintenance.” So, very pleasant experience so far”

Would you recommend DUPCO to other businesses?

Yeah, absolutely.

If you have one sentence or can give me one sentence to express the DUPCO service, what would that be, please?

insightful, efficient, and dedicated support throughout the lifecycle of the project. That would be my sort of slogan for DUPCO



— *taking the lead*

*“DUPCO identified flaws in the manner that both projects and clients were managed”
... Bert Du Preez*

“Phill and I started DUPCO Consulting eight years ago because we identified flaws in the manner that both projects and clients were managed,” Bert Du Preez Director at DUPCO Consulting indicates. “We started as a predominantly service company, however, we diversified by moving into the delivery optimisation, consulting and application development on Microsoft technology whilst implementing Microsoft solutions,” Bert continues.



Gold Project and Portfolio Management