

## DECISION-DRIVEN ANALYTICS IN ACTION

See how our decision-driven analytics framework, Decision Architecture, goes beyond traditional analytics approaches to make data visual, actionable, and valuable to your business.



# KEEPING PEOPLE AND PROJECTS IN SYNC

## HOSPITALITY

### CHALLENGE: ABUNDANT PROJECTS, LIMITED RESOURCES

The IT group of a global hotel and resort company encompassing more than 15 different hotel brands needed to optimize the way it manages thousands of projects for more than 50 departments enterprise-wide. To effectively serve its internal customers, it had to both fully leverage available personnel (1,250 people) as well as anticipate upcoming project needs to ensure the right resources were available when needed.

### SOLUTION: COMBINE INSIGHT AND FORESIGHT

Considering project demand, project status, resource allocation, and team utilization, the team sought to make informed decisions by understanding:

- Projects ongoing and next up
- Type of resourcing required for current and future projects
- Which parts of the organization have available resource capacity
- Where to increase/decrease utilization to better align skills with project needs

Through the Decision Architecture process, the team was able to create detailed business requirements, which resulted in visual dashboards providing drill-down insight into the project pipeline and resource capacity and allocation.

## RESULTS: PEOPLE, PROJECTS, AND PRODUCTIVITY IN SYNC

The IT team is now able to make decisions to effectively balance—and rebalance—its project load to optimize resources and efficiently serve internal partners. PMO dashboards track pipeline status, financials, and resource capacity and demand across **2,000+ PROJECTS, 1,250+ RESOURCES, 15 ENTERPRISE ORGANIZATIONS, AND 58 DISTINCT DEPARTMENTS**. These dashboards track and provide insights into an average of **~\$2.1 BILLION IN ANNUAL CAPITAL EXPENDITURES AND OPERATING EXPENSES PER FISCAL YEAR**.

## READY TO TURN YOUR DATA INTO ACTION?

Contact us to learn more about Decision Architecture and our 90-minute jump start workshops.