

Project and portfolio visibility at the Banque Générale du Luxembourg  
with Niku 6



Luxembourg, July 2004.

The Banque Générale du Luxembourg (BGL, member of the Fortis Group) recently completed the first milestones in the implementation of Niku 6 (renamed Clarity with the release of Niku 7), its project portfolio management application.

Actually, BGL migrated from a previous Niku version: "Niku Portfolio Manager" (NPM), a departmental project management application. Typically, through NPM, the Program Management Office supported scheduling, tracking, and reporting functionality for more than 250 resources within BGL's Information Technology Department.

#### **The challenge**

Pierre Ribet, BGL PMO Manager: *"Our new objectives were clearly identified and can be summarized in two words: Visibility Improvement!"*

*We were challenged by our management to provide real time information about the capacity and the financials status within a project perimeter that was extended to opportunities."*

#### **The solution**

*"Niku 6 supports Information Technology Governance! Not only enabling program and project execution, it provides portfolio intelligence over the project environment, the resource utilization and the potential opportunities. When BGL expressed new requirements to me, I immediately suggested Niku 6",* Baudouin Moenaert, BGL Account Manager, MoonHart Consult.

*"The extension of the perimeter was considerable",* Gérard Louis, Head of Planning & Finance Information Services, BGL. *Our success was depending on our ability to*

- *incorporate opportunities into the project perimeter;*
- *plan resource capacity to both project and non-project activities;*
- *introduce budget information and financial follow-up;*
- *support on demand reporting and consolidated information dissemination.*

The implementation of Niku 6 was conducted by Odysseus, Niku implementing partner in Northern Europe. *"A consistent approach and case studies, proven before implementation, have been the key factors for success. Niku 6 matches the portfolio management processes, BGL has in place, perfectly. The resource management*

*capabilities in Niku have brought BGL a solid basis for further process engineering and organization development.”, Judith van Schaik, consultant at Odysseus.*

### **The results**

The BGL's PMO is now able to support its strategic planning considering a perimeter that takes into consideration approved and non approved projects. Strategic decisions are now supported by information about the financial status of the projects as well as extended visibility on resource utilization. The PMO can, at any time, disseminate consolidated information that will support grounded selection, when trading off into conflictual situation.

*“Since Niku 6, we have a better understanding of our environment, have increased our efficiency and productivity and have improved the service provided to the project community”, according to Pierre Ribet.*

Last but not least, BGL took the opportunity to double the size of its served community, extending the perimeter to a population of 500 resources.

### **About Niku**

Niku Corporation is the leading vendor of IT Management and Governance (IT-MG) solutions. Nearly half a million users at industry leaders depend on Niku to manage mission critical projects and programs. Niku's flagship product, Clarity, offers superior functionality, scalability and architecture, making it the leading solution for the management of IT operations, Product Development Planning and Management, and Professional Services Automation-in addition to IT-MG. Niku Corporation is publicly held, financially strong and multinational.

### **About Odysseus**

Odysseus Groep is a consulting organization that supports organizations in building and managing project based infrastructures by offering advices, consultancy and training.

### **About Banque Générale du Luxembourg**

Founded in 1919, Banque Générale du Luxembourg S.A. (BGL) is a universal bank and one of the leading big banking institutions on the financial market place of Luxembourg. Operating in the areas Network Banking, Private Banking and Merchant Banking, where it holds superior market shares, BGL is by far the market leader for corporate and professional customers based in Luxembourg as well as for small and middle-sized enterprises. As a member of the Fortis group, BGL is active in both domestic and international financial markets and provides a large range of products to its clients combined with personalized services.

### **About MoonHart Consult**

MoonHart Consult supports organization in addressing their project and organizational needs. By offering leading solutions in portfolio management, process alignment, electronic billing and business intelligence, to name a few of them, MoonHart Consult advocates improved productivity. MoonHart Consult further deploys professional implementation, training and mentoring services.