



**SINGLE SOURCE  
OF TRUTH**  
FOR PROJECT INFO



**EFFICIENCY**



**COSTS**



# CASE STUDY: PROJECT MANAGEMENT

*Fast-growing fiber broadband provider needed help defining processes for scaling and implementing project management to ensure success.*

## THE PROBLEM: UNPREPARED FOR GROWTH

Fast-growing fiber broadband company recently began managing its own construction projects. While its prior project management process was technically working, there were numerous areas for improvement to keep pace with the company's growth. As the volume of projects increased, existing processes would not effectively scale. The company needed help defining its processes and implementing project management to help successfully navigate its growth.

### AT A GLANCE

#### The Challenges

- Lack of project status visibility
- No single source of truth for project management
- Lack of organizational clarity around key processes
- Ineffective communication about changes

#### The Impact

- Improved clarity of roles and responsibilities
- A visible and reliable single source of truth
- Proactive management of partners
- Greater efficiency in problem solving
- Increased efficiency, productivity and morale
- Reduced costs
- Successful scaling

## THE SOLUTIONS: LAYING A STRONG FOUNDATION

### Capture Current Processes

Worked with team to map out and document current processes, identify pain points and root causes, and determine critical areas to track and manage in new processes.

### Design and Improve

Defined, designed, and implemented improved future state processes for the company and captured with detailed process maps and standard operating procedure (SOPs) documentation.

### Implement New Processes

Worked with client to select the best project management tool to meet their needs and incorporate all necessary project data. Then, trained stakeholders to use the tool for effective information gathering, task management, and collaboration internally and with external partners.

### Adapt and Evolve

Tracked new processes against baseline metrics to ensure improvement in communication, productivity, and efficiency. Revised as needed to continue success.

## THE IMPACT: POSITIONED FOR SUCCESS

### Clear Expectations

Leaders, employees, and partners now clear on roles, expectations, and timelines.

### Single Source of Truth

All stakeholders have access to one updated, accurate source of project information.

### Efficient Problem Solving

New processes and tools have made identifying red flags easier and resolving issues more efficient.