



Canada's top cooperative financial group chooses Microsoft Services for their move to the cloud with Project Online, bringing 10,000 new sets and CDN\$2.5M in services revenue

Our Client:

Desjardins is the top rated cooperative bank in Canada, with more than \$248B in total assets. Desjardins serves more than 7 million members and clients, and with 47,654 employees, is ranked first in North America in Bloomberg's World's 20 Strongest Banks in 2015.

One Microsoft Team:

- Michel Bernier – Services Sales Executive
- Matthew Davis – PPM Solutions Architect
- Jack Trimmer – Principal Delivery Pursuit Lead
- Sebastien Gauthier – Principal Engagement Manager
- Johanne Gagnon – EPG Sr. Account Executive
- Doug Welsby – EPG PPM SSP
- Pascal Villeneuve – Account Aligned Delivery Manager
- Xango Eeye – Sr. Consultant / TAM
- David Guerrero – Sr. Consultant

Solution Work-streams

- Solution re-design
- Custom PWA and Pro application development
- Timesheets, Cost tracking, and Analysis
- Oracle Financials Integration
- Governance Workflow
- On-Prem to Cloud Migration

Included Technologies

- Project Online Premium / Professional / Essentials
- BIAdvantage from QuantumPM
- Visual Studio Team Services

Opportunity Summary

Desjardins has been struggling with implementing Project Server on their own, using independent contractors and internal SharePoint resources in an attempt to achieve highly complex integration with Oracle Financials and other systems. Relying on Project Server as the system of record for timekeeping, Desjardins encountered numerous problems with integration, workflow, and reporting.

Our MCS PPM team conducted an initial assessment to determine the root causes and found a poorly architected infrastructure, under-scaled servers, and a complex array of hard-coded interfaces which clearly demonstrated a lack of understanding for the application environment and database structure. These problems and implementation methods resulted in poor performance, lack of data integrity, and an inability to produce meaningful data analytics and BI.

After careful analysis and documentation of these complex and inter-related issues, Microsoft Services was clearly able to demonstrate the missteps taken without the benefit of an expert partner to help Desjardins realize the value of their investments. And with a full understanding of the challenges Desjardins faced, MCS recommended moving to Project Online. Microsoft was able to successfully bring Desjardins to an undeniable understanding that this move would reduce their reliance on internally supported infrastructure, simplify integration using commercially available services, and reconstruct customizations using best practice methods for the cloud.



Acknowledging the significant investment made to date, Desjardins' senior leadership agreed with Microsoft and made the critical decision to move 10,000 users to the cloud over the course of the next 2-3 years, with an initial go-live group of approximately 4000 users.

In addition, Microsoft Services is now viewed as a trusted partner for PPM, and will continue to explore opportunities to assist Desjardins to increase their Project & Portfolio Management maturity, including upcoming initiatives to improve Desjardins' overall organizational project management capabilities and processes.

Learning Points

- Stay in it for the long term – Customer's view Microsoft as a long-term partner
- Demonstrate value from day 1 – and every day after
- Resistance doesn't mean change is impossible – Be persistent
- Do and tell your customer what the right thing is – even if they aren't inclined to hear it
- We win as One Microsoft

QuantumPM was selected in a head-to-head bakeoff with Campana & Schott to provide a solution to Desjardins that created an interface between their key systems, was cost effective and scalable. The solution, **BIAdvantage™**, was built on the Azure cloud by QuantumPM and takes advantage of key benefits of Azure including scalability, flexibility and security.

The solution provided to Desjardins creates an interface to their Oracle environment using **BIAdvantage™** allowing it to pull timesheet data from Project Online and pass it to Oracle. In addition, the solution provides a complete reporting database of the integrated data for highly responsive reporting and a dashboard that monitors activity. The solution, and future modifications, are provided as part of Desjardins' subscription costs, thus reducing their overall costs substantially.

During the first week of usage of the new solution, an equivalent of 12,000 timesheets were submitted. There was only a 1% error rate reported and that number continues to improve with slight modifications to the system. Because of the success of this solution, Desjardins has moved up their timeframe for moving all of their users to Project Online from 1 year to just 5 months; increasing their Project Online usage from 4,000 to 10,000 users.

Key value points from the **BIAdvantage™** solution:

- Built on Azure platform with key features including scalability and security.
- Capability to quickly scale globally for a single client.
- Demonstrates an international span: A US company using US services is able to operate within a Microsoft Canadian data center.
- A key barrier preventing some companies from moving to the cloud is how to get data from Project Online into their key systems (i.e., SAP, Oracle). **BIAdvantage™** removes that barrier by managing the data in its Hub.
- Capability to automatically update Project Online from other systems and to provide reports showing immediate results.
- **BIAdvantage™** provides real time data, speed and accuracy.
- The daily time required for processing reports was reduced by 90% (from 10 hours to near real time).

