

CASE STUDY

BCI Unlocks Efficiencies, Speeds Innovation with Clarity®

BCI

CLIENT PROFILE

Industry: Banking

Employees: 10,600

CHALLENGE

To ensure that BCI's investments in digital transformation were delivering value, leaders at the bank wanted to increase their visibility into their strategic portfolio and empower employees to work more productively.

SOLUTION

The bank uses Clarity to simplify and consolidate the project management lifecycle and provide end-to-end visibility across a range of key processes. Today, 300 employees use the solution to manage 250 projects, which account for a total budget of over \$80 million (USD).

BENEFIT

BCI is improving the efficiency and effectiveness of strategic portfolio management, reducing the number of dropped projects by 15 percent. Equipped with deeper insights, the bank is cutting time-to-market for innovative customer-facing services, helping it protect its market-leading position.

Challenge

Directing one of Chile's largest banks, leaders at Banco de Crédito e Inversiones (BCI) know that continuous innovation is vital to maintain healthy growth. However, effectively managing hundreds of projects, all running in parallel, can be a tough challenge.

Claudio Andrés Hidalgo Flashar, Deputy Manager of the Department for Operations and Technology Management Projects explained, "Consumer expectations around banking are changing, and we see increased demand for digital offerings that enable customers to manage their finances 24/7. In response, we've embarked on a digital transformation to bring these new services to our customers across Chile."

"Our digital transformation has sparked hundreds of projects", Hidalgo revealed. "In the past, it was a challenge to keep track of these initiatives. We had a hard time gauging how long these efforts were taking, and which employees had the most time to take on new tasks. It was also extremely difficult to deliver reports on these key performance indicators to senior managers, and do so in a timely manner."

To boost the efficiency of its transformation and cut time to market for new services, BCI's leadership decided to replace its manual approaches and standardize on a single, enterprise-wide solution that would enable effective strategic portfolio management (SPM).

Solution

BCI selected Broadcom® Clarity® software to support its SPM approach. Clarity is a comprehensive solution that helps enterprises align strategy and execution, and deliver quality initiatives that address key business objectives.

"We chose Clarity because it offers real-time insights into resource allocation and progress across our transformation initiatives", Hidalgo said. "One aspect of the solution that impressed us most was its intuitive user interface, which makes it easy to visualize the entire lifecycle of even the most complex projects from the top down. The solution also integrates seamlessly with our SAP business systems, which we use to manage the procurement process for our transformation projects."

KEY FACTS

- 15% reduction in dropped projects
- 300 active business users
- 250 projects under management worth more than \$80 million (USD)

Today, it's quick and simple to gain an overview of all work in progress, set our priorities, and allocate resources for maximum efficiency.

—CLAUDIO ANDRÉS HIDALGO
FLASHAR, DEPUTY MANAGER
OF THE DEPARTMENT
FOR OPERATIONS AND
TECHNOLOGY MANAGEMENT
PROJECTS

Benefit

Today, 300 BCI employees use Clarity to help propel the bank's digital transformation. The software is fueling enhanced efficiency and reduced time to market for new services.

Stakeholders at the bank are now tracking 250 projects in parallel with a combined budget of more than \$80 million (USD). By enhancing their ability to prioritize work, align work and strategy, and assign resources to the optimal projects, teams at BCI have reduced the number of dropped projects per year by 15 percent. Crucially, project outcomes are improving, and team members can quickly build compelling, comprehensive reports to demonstrate the value of their investments to senior stakeholders.

"Clarity has transformed the way we manage our digital transformation", Hidalgo revealed. "Today, it's quick and simple to gain an overview of all work in progress, set our priorities, and allocate resources for maximum efficiency. We look forward to building on our partnership with Broadcom to help us to unlock further efficiencies within the business."

For more information, please [contact us](#) for a demo or conversation.