

DSV Manages €30 Million Worth of Projects and Resources with CA Project & Portfolio Management SaaS



CLIENT PROFILE

Industry: Logistics

Company: DSV

Employees: 22,000

Revenue: €6 billion (FY 2011)

BUSINESS

DSV is one of the largest freight forwarding companies in the world. Its three divisions are focused on road, air and sea transportation and providing customers with end-to-end supply chain solutions.

CHALLENGE

The company's growing global IT department is responsible for delivering projects that help increase business efficiency. To ensure these projects are successful, it needs to manage its resources effectively.

SOLUTION

DSV's IT department uses CA Project & Portfolio Management SaaS to track the time, costs and tasks for up to 50 concurrent projects and day-to-day departmental activities.

BENEFIT

With better visibility of projects and resources, DSV can budget more accurately, match resources to business needs, maximise efficiency and deliver more projects on time and to budget.

Business

Global transport and logistics

DSV is a global supplier of transport and logistics solutions. The company has offices in more than 75 countries and an international network of partners and agents. DSV has around 22,000 employees in total, and comprises three divisions:

- DSV Road: one of the leading logistics providers in Europe operating more than 17,000 trucks across 32 countries
- DSV Air & Sea: handles more than 730,000 TEU (twenty-foot-equivalent) of seafreight and 260,000 tonnes of airfreight every year
- DSV Solutions: works in partnership with customers to design and deliver end-to-end supply chain solutions; operates more than 130 warehouses.

The company's customers come from all industry sectors and vary from small construction firms to giant manufacturing corporations.

Founded in 1976, DSV has experienced significant expansion over the last 12 years through mergers and acquisitions, and is now focused on organic growth in its key markets.

Challenge

Delivering effective IT projects to support business needs

“We must ensure that IT projects are managed effectively and delivered on time and to budget.”

Michael Pedersen
Section Manager, DSV

DSV aims to deliver logistics services that are flexible, efficient, reliable and eco-friendly. Its global IT department is responsible for delivering projects that optimise and automate processes so that the business can achieve its goals.

Michael Pedersen, Section Manager at DSV, comments, “An optimised IT infrastructure is fundamental to our ability to deliver cost-effective customer services. We must therefore ensure that IT projects, such as system upgrades, are managed effectively and delivered on time and to budget.”

The 200-strong global IT team at DSV delivers services across all three business divisions. “The IT workload has grown rapidly over the last few years, which means the team must now manage an increasingly large and complex portfolio of projects,” comments Pedersen. “This makes allocating resources correctly more important, and also more challenging.”

DSV had already introduced ITIL® and PRINCE2®, but was using disparate tools for project management, such as Excel spreadsheets, Word documents and Access databases, which did not provide adequate flexibility or visibility. As Pedersen explains, “In order to further increase our IT maturity, we needed a centralised solution for tracking projects and resources.”

The IT team had tried deploying a project management solution before, but abandoned it due to the complexity associated with implementation. This time, DSV was looking for a solution that would be rapid and easy to implement.

Solution

Centralised tracking of projects and resources

€30 million
worth of projects
and resources
managed using
CA Project & Portfolio
Management SaaS

After reviewing analyst reports from Gartner and Forrester, DSV decided to implement CA Project & Portfolio Management SaaS. Pedersen comments, “With the IT department constantly developing, we wanted a solution that could meet our evolving needs but still be quick to implement and easy to maintain. CA Project & Portfolio Management SaaS met all these requirements and came highly recommended.”

DSV worked with CA Technologies to set up and configure the solution before going live in January 2011. All 200 members of the global IT team now use CA Project & Portfolio Management SaaS to track their time. The solution is used to log the time spent on departmental activities, such as minor development tasks and day-to-day maintenance as well as holiday and sickness to provide comprehensive resource management. Although these activities were initially tracked only at a very high level, DSV is now using the solution to capture tasks in detail.

CA Project & Portfolio Management SaaS helps to manage third party suppliers as well as internal staff. With contractors tracking time using the solution, DSV can compare this information against invoices to ensure they are accurate.

Between 30 and 50 concurrent IT projects are also managed via the solution, which range from global application rollouts to general activities, such as duplicating a system for failover purposes.

In total, DSV controls around €30 million worth of annual spend on projects and resources via CA Project & Portfolio Management SaaS. “Using the CA Technologies solution to track projects, resources and tasks means we have much better visibility of our investments,” comments Pedersen.

In addition to using the solution’s project and resource management functionality, the IT department is also currently investigating CA Project & Portfolio Management SaaS’s portfolio management capabilities to determine how this could benefit the company, and plans to implement the solution’s idea management features in the future.

Benefit

Better project outcomes at a lower cost

DSV now has a better understanding of how the IT department’s time and money is spent. “By using CA Project & Portfolio Management SaaS to log estimated and actual project budgets and resource requirements, we can determine future budget and resource needs more accurately,” comments Pedersen.

“Although we do not yet have metrics relating to our performance in IT project management, we now have the capability to start measuring and monitoring, which will facilitate continuous improvement and greater IT maturity.”

“We can deliver better project outcomes at a lower cost to support the business as it expands.”

Michael Pedersen

Section Manager, DSV

The solution also creates a more open dialogue between project managers and their teams, and enables earlier identification of potential constraints and problems.

As a result of these benefits, DSV is able to:

- Better match resources to business needs
- Maximise the efficiency of project management
- Deliver more projects on time and to budget.

“By improving our project management capabilities, we can deliver better project outcomes at a lower cost to support the business as it expands,” concludes Pedersen.

*Please note that, in September 2014, the product name in the original customer success story was updated from “CA Clarity PPM On-Demand” to “CA Project & Portfolio Management SaaS)”



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