

Toyota Financial Services Australia Maximizes Project Investments with CA PPM SaaS



CLIENT PROFILE

Industry: Financial Services

Company: Toyota Financial Services Australia

BUSINESS

Toyota Financial Services Australia (TFS) provides products to Toyota customers worldwide. The company has a strong focus on collaboration and market-leading innovation.

CHALLENGE

Delivering the change portfolio more effectively is a key objective for TFS's Enterprise PMO. This means delivering the right mix of projects, consistently well, faster and at less cost. Having high quality data to drive business decisions is paramount to TFS to meet its goals.

SOLUTION

CA Project & Portfolio Management SaaS provides transparency from an individual project to a group portfolio level. It helps TFS track project risks, costs, resources and dependencies.

BENEFIT

TFS can deliver greater value by aligning its projects to market and business needs. Greater visibility and governance have reduced business risk, maximized resource utilization and improved project execution.

Business

Helping Australian customers finance vehicle purchases

Toyota Financial Services (TFS) helps Toyota customers drive the vehicle of their dreams. TFS Australia provides finance, leasing and insurance solutions via B2B, B2C and B2B2C channels.

The company's consistent growth and success are underpinned by its commitment to quality products and customer support, which are enabled by a strong internal emphasis on collaboration and market-leading innovation.

Challenge

Plugging the decision-making gap

Investing in the wrong business initiatives could mean wasting time and money, disappointing customers, and damaging the bottom line for years to come.

For Russell Nelms, Head of Australia's TFS Enterprise Project Management Office (PMO), minimizing those risks is a daily concern. "To ensure that TFS remains fast, agile and efficient, we need to ensure the right projects are invested in, that they are planned and executed effectively and, most importantly, that they support the organization's strategy."

When Nelms joined TFS in 2014, one of his first tasks was to prioritize project investments for the next financial year in the context of a five-year business plan. "Our tools gave us some basic cost/benefit analysis, but not a full breakdown across benefit, cost, return on investment, and customer or internal impact," confirms Nelms.

The business was dependent on the Enterprise PMO to manually generate the report. "We wanted to be able to optimize resource utilization and maximize the return from our people," adds Nelms.

To achieve its ambitions, the company needed to find a management tool that would enable a high level of governance across the TFS portfolio.

"We needed to deliver the right mix of high-quality projects consistently, faster and at less cost."

Russell Nelms

Head of Enterprise PMO, Toyota Financial Services Australia

Solution

Transformational Insight into projects and portfolios

“We selected CA Project & Portfolio Management SaaS because it offers fast and efficient performance, in a single cross-company solution,” explains Nelms. “Integration is from project up to portfolio level – and it’s all ‘out of the box.’”

CA Services and CA Education were central to enabling a successful implementation, as Nelms explains, “We partnered with CA Technologies for both the solution build and training. CA Services helped us define the project scope, and demonstrated how we could implement CA Project & Portfolio Management SaaS with minimal changes, which meant we were configuring the solution rather than customizing it.”

From the business case being signed off to the roll-out being completed took just three months. “It’s the fastest and smoothest implementation I’ve ever gone through. We couldn’t have done it without the best practice CA Technologies brought to the table and close collaboration with the Enterprise PMO.”

The solution went live in September 2015 and has been deployed to more than 100 employees within TFS. Project team managers and participants, the Enterprise PMO, business sponsors, the group executive and general managers use the solution to support a range of processes, including:

- Project prioritization and execution
- Resource management
- Financial management
- Reporting and metrics.

Thanks to CA Project & Portfolio Management SaaS, authorized users can easily see the status of a particular project or portfolio, or even the overall group portfolio, at any given time.

The Enterprise PMO team also use CA Project & Portfolio Management SaaS at a portfolio level to simplify the tracking of dependencies between different activities, and to ensure that projects are aligned with corporate strategy.

“It’s really important to be able to understand the impact that a project, particularly its risk, may have on the rest of the portfolio and the business,” says Nelms, “Having that level of insight is transformational.”

The Enterprise PMO team are now looking to build on their success. Plans include providing tailored reporting for business unit leaders and senior executives, and integrating CA Project & Portfolio Management SaaS into the TFS general ledger.

Benefit

Faster and better investment decisions

“CA Project & Portfolio Management SaaS helps us prioritize and execute our projects more effectively.”

Russell Nelms

Head of Enterprise PMO, Toyota Financial Services Australia

By giving TFS greater insight into its projects, CA Project & Portfolio Management SaaS is enabling faster, better investment decisions.

“There has been a fundamental shift in how the Enterprise PMO team is viewed by business leaders and the group executive,” confirms Nelms. “They can see CA Project & Portfolio Management SaaS improves our ability to make decisions that have a positive affect on our customers, and ultimately the company’s growth and bottom line.”

Thanks to the rich data captured in CA Project & Portfolio Management SaaS, TFS can prioritize the investment ideas that best support the business strategy, and decide objectively which projects should be progressed, put on hold or cancelled.

With CA Project & Portfolio Management SaaS, business stakeholders are also less reliant on the Enterprise PMO team for ongoing status tracking. “We’ve reduced the time spent on reporting, and now how have a single source of the truth for project metrics,” adds Nelms.

As a result, TFS now has greater visibility of costs, risks and problems across its portfolio. As Nelms explains, “Project managers can have more informed discussions with the business sponsors to understand the impact of an issue on customers or strategic goals.”

Using CA Project & Portfolio Management SaaS has helped TFS:

- Deliver projects that are better aligned with market needs and business strategies
- Assign the right people to the right projects at the right time to maximize value
- Centrally and accurately manage budgets
- Ensure a consistent approach across its portfolio.

Nelms concludes, “By providing greater insight and governance, CA Project & Portfolio Management SaaS helps us prioritize and execute our projects more effectively, so we can continue to meet the needs of our customers and the business.”



Connect with CA Technologies at ca.com



CA Technologies helps customers succeed in a future where every business – from apparel to energy – is being rewritten by software. With CA software at the center of their IT strategy, organizations can leverage the technology that changes the way we live – from the data center to the mobile device. Our software and solutions help our customers thrive in the new application economy by delivering the means to deploy monitor and secure their applications and infrastructure. To learn more about our customer success programs, visit ca.com/customer-success. For more information about CA Technologies go to ca.com.