FutureAgile
CREATE THE FUTURE OF COMPANIES

FINANCE SECTOR CASE STUDY

Project Management Office to Value Management Office

SUMMARY

CHALLENGES

- Issue with PMO adaption in agile transfotmation
- Issue with regard to being customer-oriented
- Strategic prioritization problem with executives

BENEFITS

- PMO focused on value realization
- Customer happiness increased
- More stakeholders are participating.
- Assigned responsibilities for managing vendors

PayCore®

Established in 2001, PayCore offers innovative, end-to-end payment technology solutions to the banking, telecommunications, payment service providers, public services and retail sectors. The winner of more than 30 local and international awards in the fields of card management, digital payment and EMV solutions, processing services, and secure hardware products, PayCore is the solution partner of more than 250 institutions, successfully bringing technology to 30+ countries.

CHALLANGES

- PMO could focus on to complete projects on time, scope and budget.
- Projects were not managing customer orianted. The goal was to complete projects on time.
- PMO was not responsible about Value reazlization because of that there were no responsibility about benetif reazlization.
- They were following annualty master plan, so they couldn't adapt changes in a year.
- Project manager skills were traditional so they didn't know how to manage their project with agile way of working.
- There were GAP between their strategy and initiatives.

SOLUTIONS

- Lean portfolio management were employed to establish a connection between initiatives and strategic pillars/OKRs.
- They visualized their capacity with the aid of Portfolio Kanban and subsequently implemented a WIP limit at the portfolio level.
- The PMO assumed accountability for benefit realization and assisted the portfolio level in evaluating success.
- The PMO is entrusted with portfolio governance responsibilities.
- Utilizing the new value definition format, project managers are outcome-oriented.
- The role of the customer owner has been established, and project managers are responsible for it.
- The projects were enrolled by project managers at the idea and RPF process, not at the kick-off meeting.