

STANDARDISATION, FASTER ON BOARDING AND VISIBILITY OF COSTS WITH HYDRA



BACKGROUND

Polycom is a world leader in telecommunications, with 68 offices in 31 countries and over 415,000 global customers. With 25 years of innovation, Polycom have lead the way in secure video, voice and content solutions, to increase productivity, speed time to market, provide better customer service, expand education and save lives. Polycom strive to create a unique user experience and embrace the power of human collaboration, providing their solutions to industries and organisations of all shapes and sizes.

THE CHALLENGE

The Polycom professional services division desired control and visibility of their most complex projects, with the aim to streamline and accelerate implementation of their tele presence suites and immersive studios.

Polycom required the tools to monitor profitability and utilisation in projects, in order to identify the gaps and make important productivity changes. Steve Boxall explains “We understood top level financials, but we didn’t have visibility digging down to individual projects or profitability.”

In order to make productivity changes in advanced services, Steve realised they had to get a better understanding of their processes. With the belief that consistency and standardisation would improve quality and customer satisfaction, Polycom sought a tool to create repeatable processes. The aim was to achieve:

- Significant gains in standardisation
- Faster on boarding process
- Greater governance around methodology
- Consistency in delivery of projects and customer experience

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Industry: Telecommunications

THE OBJECTIVES

- Increase visibility of what PM's were doing
- Standardise projects for consistency
- Make productivity changes in advanced services
- Gain understanding of where cost and effort was being spent
- Create transparency with global customers

THE OUTCOME

- Increased visibility of resources and cost
- Global view of projects
- Repeatable processes and consistency
- Improved methodology
- Better team productivity

THE SOLUTION

One of Polycom's main drivers for choosing Hydra PSA was its unique blueprinting capability, enabling Polycom EMEA to standardise project delivery and dramatically improve adherence to process. Through a proven governance model in Hydra PSA, Polycom PMO are further empowered to manage by exception, and project manager training has been fast-tracked through the use of Hydra's cloud-based tool.

Hydra was also chosen for the unique partnership style approach offered throughout, from building the first blueprint, to implementation and long term support.

THE RESULTS

Polycom improved visibility of their global projects, generating real-time cost, progress and revenue data, both at a project level and per individual product delivery. This, in conjunction with increased customer transparency and executive level reporting through Hydra Business Intelligence, has significantly improved Polycom's ability to manage the delivery of their world-class products.

Polycom's professional services teams have embraced the tool quickly and adhered to best practices, making significant productivity gains in project delivery.

Hydra's partnership approach and engagement with Polycom, through the initial stages, roll-out and post-implementation, has ensured Hydra PSA is meeting and evolving Polycom's business needs and continuing to add value as their Professional Services expand further.

A SUCCESS STORY: NEW PM'S REACH TOP PERFORMERS IN JUST THREE MONTHS

PM's implementation of telepresence solutions used to take up to 18 months to reach levels of efficiency and times for completion of work to deliver projects. As result of rolling out Hydra and capturing best practices of the top performing PM, the new PM's managed to exceed levels of efficiency in less than 3 months. Project managers and consultants could learn the system quickly and easily, which enabled much faster on boarding of new team members. Almost 30% new PM's came on board in the space of 3 months and were trained on the newly implemented tool. Using the blueprint developed and following best practices in place, the new team members could get up to speed very quickly and achieve results. With the quick adoption of the tool, the newest project managers became the highest performers, turning efficiency into revenue.



- Polycom (US global telecom tech manufacturer) uses Hydra for deployment of top-end telepresence solutions: highly complex, involving more than six tons of equipment and many specialized resources
- Polycom measures project managers performance on revenue recognition (i.e. successful completion of each site)
- Main Challenge: minimize risks and reworks to speed up project completion and reduce backlog

