

“Benefits Realisation methodology is an indispensable tool for any project evaluation exercise. I highly recommend its use on any project, irrespective of size.”

Tony Barnes - Head of Programme Office, IIB Bank



Customer's Challenge

IIB Bank has been a dominant player in the corporate banking and investment market in Ireland for many years and continues to be the banking service provider of first choice to many Irish businesses.

IIB Bank's project investments have increased significantly in recent years. A wide variety of projects now compete for scarce resources.

IIB Bank had established a Programme Office to help them manage these projects. However they needed to establish a framework to ensure only investments which contribute the greatest strategic value to the business were selected, to enable the delivery of the targeted benefits from the investment.

Fujitsu Solution

In order to achieve their objectives, IIB Bank chose Fujitsu to provide methods, tools and advice on managing strategic project and programme investments. Working closely with IIB Bank's Programme Office Team, Fujitsu provided:

- Expertise in Benefits Realisation (a part of MacroScope™, Fujitsu's integrated suite of business and IT methodologies)
- Programme Management specialists to define and support the implementation of a Full Cycle Governance Framework, tailored to IIB Bank's culture and environment.

The solution included processes, deliverables, tools and defined key roles & responsibilities for:

- Investment Evaluation and Selection
- Project and Programme Management
- Value Management

SUMMARY OF KEY FACTS

Organisation
IIB Bank

Services delivered
Benefit Realisation

Benefits

- Effective investment evaluation.
- Greater control & visibility on projects coming on stream.
- The Benefit Realisation project focused IIB allowing them to reap the benefits of their investment.

Benefits to our Customer

The key benefits IIB Bank gained from the Fujitsu approach:

- **Effective investment evaluation** - The Investment Evaluation and Selection Framework has enabled IIB Bank to evaluate all projects equally and objectively and supports informed decision making on where to invest.
- **Project control** - Fujitsu's Project Management methodology has given IIB Bank greater control and visibility of project progress and performance and has greatly improved on-time, in budget deliveries.
- **Focus on benefits** - IIB Bank now has a strong focus on achievement of benefits for all project investments due to the implementation of Fujitsu's Benefits Realisation methodology.
- **Flexibility** - The project was very dependent upon the flexibility of Fujitsu's methodologies and the ability of the consultants to adapt those methodologies to IIB Bank's business environment.

Our Approach

The Fujitsu approach included:

- **Full Cycle Governance** - The implementation of the Full Cycle Governance Framework represented a significant business transformation for IIB Bank. With such change programmes, it is critical that the implementation is owned and managed by the organisation rather than imposed by consultants.
- **Training, coaching and mentoring** - In addition to defining the framework and supporting its implementation, the Fujitsu consultants provided training, coaching and mentoring to the IIB Bank Programme Office Team to enable them to take ownership of the framework and roll it out to the whole organisation.
- **Communications** - A Communications Programme was put in place to support the rollout of this significant business change

Our Expertise

Fujitsu's proven approach to Benefits Realization helps you plan and implement business improvement initiatives, whether they are driven by a technology, process or strategic business perspective.

Through its industry-recognized strategic approach, Macroscopic®, Fujitsu enables clients to build more value into their investments and drive their leadership in the marketplace.

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