

Software AG

www.softwareag.com



At A Glance:

- **Company:** A provider of products and solutions for Service Oriented Architecture (SOA) based IT infrastructure, offering process driven integration through legacy modernization and real-time single view of strategic business information.
- **Employees:** 3000+ in more than 70 countries
- **Industry:** Software
- **Location:** Darmstadt, Germany
- **Integrations:** SAP
- **Software Switched From:** Microsoft Project, Microsoft Excel
- **Challenges:**
 - Legacy business tools did not address project manager needs.
 - Microsoft Project and Excel were not adequate for communicating with upper management.
 - Overhead needed to be eliminated.
- **Results with OpenAir:**
 - Savings. One corporate office predicts an 8% reduction in administration overhead.
 - Visibility. PMO office and Accounting are now on the same page with the same data.
 - Support. OpenAir's support infrastructure provides unparalleled global customer service.
 - Simplicity. Each international office is now unified on the same corporate system.

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— Jodi Cicci, Director of the US Project Management Office
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Results

Software AG's US-based Professional Services group went into production with OpenAir in November 2005 and experienced significant results in regard to adoption rate and productivity level. This progress was noticed by other groups within the PS organization and, as a result, OpenAir was recommended and verified as the tool of choice for all international offices.

“One 40-employee office is expecting an 8% reduction in administration overhead,” said Jodi Cicci, Director of US Project Management Office at Software AG. “Another office gained immediate visibility into its project data after previously needing to go back and forth with Finance to reconcile information.”

To test the viability of OpenAir at a corporate level, Software AG performed a gap analysis to measure the success or failure of OpenAir across six focus countries.

“In some cases an office had developed home-grown systems and in other cases they had installed a vendor product,” said Cicci. “With some customization, in every single case OpenAir met everyone's needs.”

OpenAir was proven by the analysis to be a sufficient tool for every office to use and would also be of benefit from a corporate perspective as it would enable the organization to pull company-wide data from a single system.

The Challenges

The management of a global professional services team is a daunting task with even the best of business tools. Trying to run the same team with insufficient tools is a fool's errand.

“The problem we saw with our professional services organizations in both the US and globally was that many groups were using internally home-grown systems to address the basic time tracking and invoicing needs, but which were neglecting more strategic project management needs,” said Cicci.

 Find out more: contact OpenAir at 1.888.367.1715 or visit www.openair.com



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Management Office

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Prior to OpenAir, the tools that Software AG was using internally were strictly focused on the high watermark goals of managers, which were to keep utilization high and to understand revenue forecasts and calculate costs. However the tools were not addressing necessarily what the project managers needed, which was a combined view of budget and schedule.

“Initially, project managers were given tools like Microsoft Project and Microsoft Excel; fine applications but not adequate for communicating with upper management in such a format that allowed upper management to track what project managers were doing by the day or week,” said Cicci.

The Solution

For the first time, OpenAir provided Software AG with a system that not only unified the management of professional services, but also reached out beyond that to tie in the accounting department as well.

“With OpenAir, we can speak the same language and be on the same page,” said Cicci. “Now we know what each person is doing.”

OpenAir gives Software AG a single system where all parties can share a common view. The organization can now report from the same system and pull the same data.

“We can now understand where our information comes from and how it’s being computed. Not having to worry whether the data is actually correct freed us up to focus on higher strategic values such as how to efficiently manage a project, forecasting, and revenue recognition.”

Ultimately, a software vendor’s ability to support its product on a global scale will ultimately determine the success of its customers.

“OpenAir has been the single most customer responsive company I have ever worked with,” said Cicci. “They have a common knowledge base with the result that every level of management or department can discuss the product with a high level of expertise. I have never experienced a customer support situation like this in my career, not ever.”



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