



# PROJECTinsight

Web-based Project Management Software

## Success Story

## Myriad Development

*"Project managers used to spend 50% of a week chasing project status, now we spend minutes. In addition, our development managers find it much more efficient to make estimates based on actual data."*

--Jill Hartfiel, Project Manager  
Myriad Development, Inc.

### ABOUT THE CUSTOMER

#### *Company business*

Headquartered in Austin, Texas, Myriad Development, Inc. provides underwriting automation and intelligence solutions to the Property and Casualty, Government Agency, and Mortgage markets. Serving some of the nation's largest financial services institutions, Myriad is able to help its customers reduce expense ratios and enhance profitability.

## MAIN CHALLENGES

### *Challenges to overcome*

- Inability to get a comprehensive view of the complete company pipeline
- Project management required a great deal of time-intensive intervention by project managers
- Workflow gaps
- Lack of understanding of individual responsibilities
- Inability to set controlled checkpoints and do handoffs in an orderly way throughout the software development lifecycle

As a software developer for the government, mortgage, and property and casualty markets, Myriad designs web-based workflow and risk management tools. Serving some of the nation's largest financial-services institutions, Myriad aims to help its customers reduce expenses and boost profitability. One example of its solutions is a web-based tool that automates the homeowners' underwriting process, integrates third party data, and leverages information produced in the process to provide powerful intelligence about the customer's business.

Myriad's Project Management department is charged with managing projects through each stage of a consistent Software Development Life Cycle (SDLC) called the V-Model. This model keeps stakeholders and resources engaged throughout the lifecycle of a project. The Project Management department also serves as Release Management, performing quality assurance before releasing their tools to customers.

The Project Management group used a combination of tools, combining capabilities of Microsoft Project, Excel, and Bugzilla to help manage its development and quality assurance tasks. Project Manager Jill Hartfiel noted, "Very often, project management was done by brute force." With dozens of projects going on at any given time, Myriad's biggest challenges included a lack of vision into the total company project pipeline, gaps in the workflow, and the difficulty of clearly communicating individual responsibilities throughout the company.

## WHY PROJECT INSIGHT IS THEIR PROJECT MANAGEMENT SOLUTION

### *The team's requirements*

Myriad's Project Management group needed a solution that offered:

- Real-time views into and control of the portfolio pipeline
- Efficiency gains from the elimination of lag time and the tightening of schedules
- Quality assurance testing following every software development modification
- Knowledge of bottlenecks and issues
- A way to maintain customer and product history
- Resource allocation with clearly outlined team-member expectations and deliverable dates
- Controlled checkpoints and handoffs throughout the software development lifecycle

Launching a careful search for a project management solution that would meet these needs, Myriad's project managers evaluated five products in depth. Hartfiel said, "We evaluated our current state of project management, and chose Project Insight over methodology and tools we were currently using and over four other automated project-management tools that we compared during our evaluation."

Hartfiel reported that she saw from the very beginning that Project Insight had the most intuitive interface. In the end, the formalized research confirmed that the overall functionality of Project Insight fit the needs of Myriad.

The company began by having one project team pilot Project Insight for a month, making use of task management, time management, and reporting. The product was then rolled out to the Account Management, Development, and Quality Assurance teams over the next six weeks.

## THE RESULTS

### *Project Insight Edition*

- Project Insight Enterprise Hosted Edition
- Multiple Project Teams
- Implementation date: October 2007

### *What they like about Project Insight*

- Web-based solution with an intuitive interface
- Drastic reduction of time required to check status – from 20 hours a week to minutes
- Consistent and controlled project-management environment
- On-demand, real-time views into the daily expectations of running the business are available to executives, project managers, and all team resources

Since their implementation, "Project Insight is our 'daily grind' at Myriad," said Hartfiel. "We manage projects from identification to release in Project Insight, while accurately predicting whether schedules will be met. We're using task management, time management, and reporting within the tool. One department recently found an alternate way to use Project Insight by developing a customized survey using Custom Items."

With a project load that averages 60 active projects at a time, the most dramatic result has been in the time savings in the area of tracking task and overall project status. "Project managers used to spend 50% of a week chasing project status, now we spend minutes," Hartfiel reported. "In addition, our development managers find it much more efficient to make estimates based on actual data."

Describing the overall effect of Project Insight on Myriad's project-management organization, Hartfiel concluded, "Project Insight has provided a consistent and controlled project management environment, where executives, project managers and all team resources alike can have real-time vision into the daily expectations of running the business."

For more information about Project Insight visit <http://www.projectinsight.net>