



Success Story - Project Management Office

RiverPoint's best-in-class IT project management solutions have enabled our clients to build high-value PMOs and deliver critical projects on time, on budget and of value. Read on to learn how we've helped clients develop enterprise-aligned project management solutions that yield measurable results.

NAVTEQ Corporation

NAVTEQ Corporation is a leading provider of comprehensive digital map information for automotive navigation systems, mobile navigation devices and Internet-based mapping applications. NAVTEQ's map database is a highly accurate and detailed representation of road transportation networks that enables its customers to offer a broad range of dynamic navigation, route planning and other geographic information products and services to consumer and commercial users.

Challenge

To maintain its premier position in a dynamic industry, NAVTEQ is continually refining and improving its robust digital map database and investing in the resources, tools and technology to help the company meet the burgeoning demand for NAVTEQ products around the world. As part of its growth strategy, NAVTEQ formed an entirely new business unit focused on the business-to-consumer (B2C) relationship and its associated products.

In the past, NAVTEQ had primarily served the business-to-business (B2B) community. To ensure the success of its new business unit, NAVTEQ needed to engage expert technology partners to assist with the project management, development and implementation of the B2C technology.

Solution

NAVTEQ chose Accenture to provide the enabling technologies needed to deliver the B2C experience. RiverPoint was the firm NAVTEQ selected to design the methods, tools and templates necessary to successfully deliver the project, and to facilitate product knowledge transfer from Accenture to NAVTEQ to enable them to internally support the technology on a go-forward basis. RiverPoint was also retained by NAVTEQ to develop financial reporting and project progress tracking applications that would allow them to effectively manage the Accenture relationship.

RiverPoint partnered with NAVTEQ to define and develop a Program Management Office (PMO) to support its newly formed business unit. Together with NAVTEQ, RiverPoint:

- Created and executed a PMO Charter that included Executive level signoff
- Developed and implemented a standardized System Delivery Framework (SDF) that served as the blueprint for all projects. The custom SDF:
 - Outlined project phases
 - Identified and defined all tasks and tools based on PMI best practices
 - Incorporated existing processes and procedures wherever possible, and filled in gaps using RiverPoint's proven practices and techniques
 - Identified and defined project deliverables and deliverable templates
 - Established the underlying infrastructure to support the program using existing tools including Microsoft® Project, PeopleSoft, and Stelleni™
 - Instituted a Steering Committee Charter
 - Initiated weekly, monthly and quarterly reporting procedures
- Designed and implemented financial and tracking tools to ensure there were no project delays or cost overruns

Results

Utilizing a customized version of RiverPoint's SDF, NAVTEQ was able to effectively deliver its first release of the B2C experience on time and under budget. RiverPoint also developed a detailed process for scheduling and managing subsequent overlapping releases to ensure that simultaneous work efforts were properly coordinated. Due to the flawless initial release and seamless downstream release deployment plan, NAVTEQ was able to successfully incorporate the SDF into the culture of this new business unit.