



Success Story - Project Management Assessment

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.

CNA Insurance

CNA is the 7th largest U.S. commercial insurer and the 13th largest U.S. property and casualty insurer. It provides insurance protection to more than one million businesses and professionals in the U.S. and internationally. Its products and services are sold by highly professional independent agents and brokers. Headquartered in Chicago, CNA has offices throughout the U.S., Canada and Europe.

Challenge

CNA Insurance was trying to develop and implement a custom Disability Claims System. This effort was being led by the business sponsor who had contracted directly with an outside consulting organization for the requirements gathering, design, development, testing and implementation of this application. The project was initially scoped by the retained consulting firm as a 6-month effort with a \$760,000 price tag associated with it. The project was in its 4th month with an accumulated cost of over \$500,000 and a formal design of the product had yet to be delivered.

Solution

CNA Insurance retained RiverPoint to perform a project audit on the DCS project. RiverPoint was charged with reviewing project deliverables, communication methods, standards and plans to gauge the true status of the project as an independent party. The deliverable of this effort was a report to the CNA Insurance executive management team with detailed observations and recommendations for improvement.

RiverPoint conducted multiple interviews with all project participants including the sponsor and SME's within the business area and the consulting team project lead and assigned resources. RiverPoint also examined current project artifacts and compared them against the RiverPoint System Delivery Framework (SDF) to prepare a gap analysis. As this assessment process was being conducted, RiverPoint recommended and implemented a communications plan with very specific metrics defined to measure project progress.

Results

RiverPoint delivered the final assessment report to CNA Insurance executive management after four weeks. The report estimated the project to be two years from completion at an additional cost of \$2 million dollars. RiverPoint also recommended the project be halted, the current vendor removed, and the project sent out for bid again, CNA Insurance followed these recommendations and the project was delivered by another consulting organization in a little over two years at a cost of roughly \$2.3 million dollars.