



## 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.*

### **Kemper Insurance Companies**

Kemper Insurance was the 16th largest property-casualty insurer in the United States with operations in many foreign markets. They were a leading provider of property-casualty insurance and risk management services.

#### **Challenge**

The newly formed Project Management Office (PMO) was looking to rollout their new project template and process specification to the IT department and needed to identify critical projects that would benefit from using a PMO. These projects needed to have high criticality and visibility to ensure that the entire organization would be able to observe the positive impacts that a PMO provides.

#### **Solution**

As the Kemper IT management team was looking to identify projects that could best implement this process, the RiverPoint project manager volunteered the Workers Compensation First Report Injury System Replacement project. Upon approval, the RiverPoint assigned project manager immediately engaged the PMO to become familiar with the requirements and processes. Training the project team on the procedures of the PMO was the next factor in gaining acceptance and buy-in.

The team's next activity was the selection of appropriate templates for the planning and project execution phases. During the rollout of the planning deliverables, the project team provided constructive improvements and recommendations to the standards and processes.

#### **Results**

RiverPoint's extensive project management experience was a key asset in helping Kemper fulfill the PMO requirements. The example set provided a smooth transition between the PMO office and the project staff and served as a model to other IT departments.

The replacement project was a success and a significant positive byproduct identified by the project members was a significant increase in project communication. The tools and techniques employed by the project team allowed all the stakeholders the ability to review and assess the project status at the appropriate times.