



**CASE STUDY** | HEALTHCARE

# PMO services help global health insurance company onboard project managers 65% faster





# About the customer

Multinational insurance and healthcare company.



**Coverage in  
20+ countries**



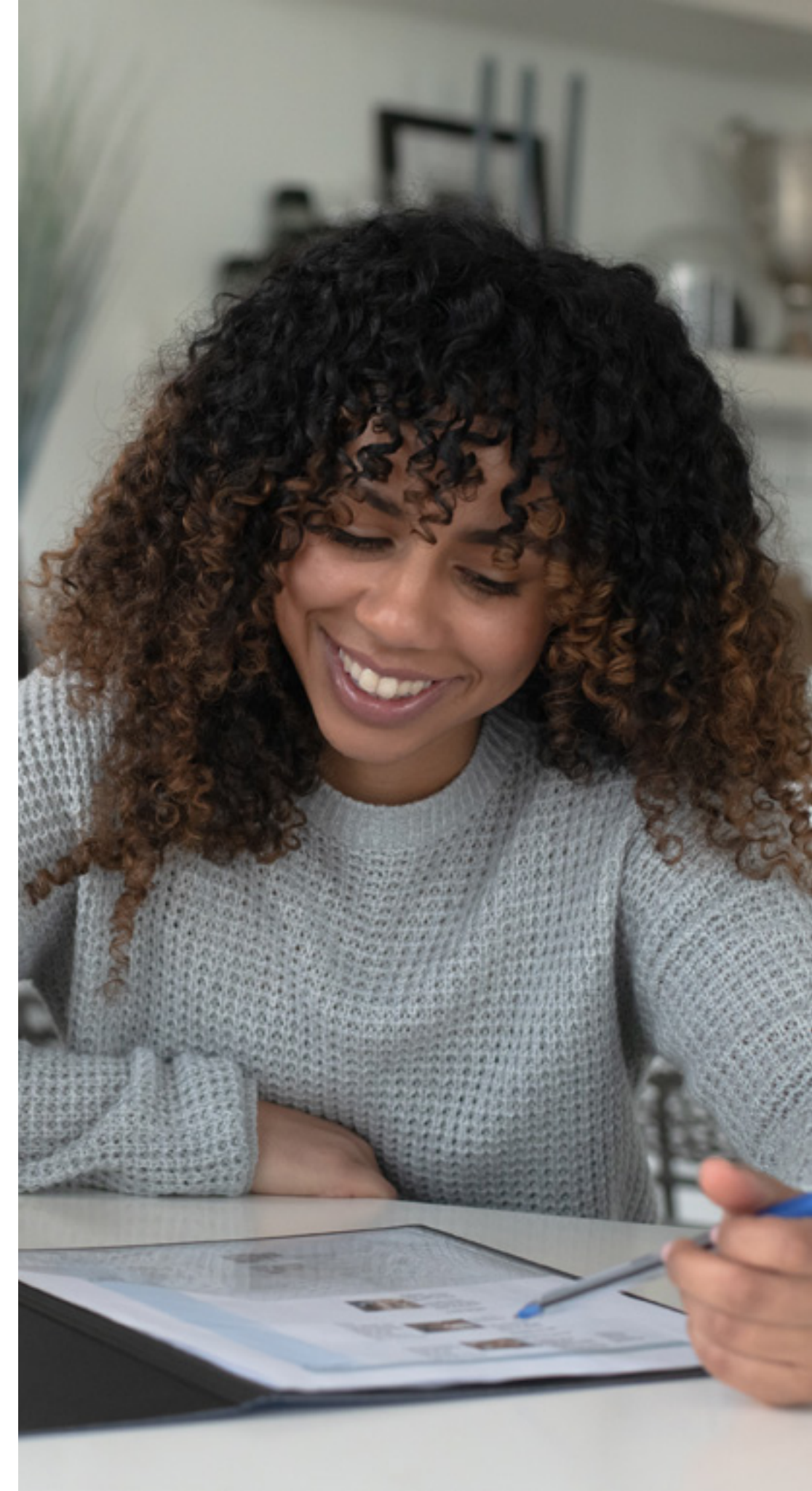
**50,000+  
professionals**



**Millions of  
medical  
customers**



**24/7 customer  
service in 20+  
languages**





# Business challenges

Our client was facing a lack of visibility and standardized processes in managing more than 40 concurrent global projects. To continue addressing its aggressive growth goals through M&A, it needed a more robust project management function with high visibility at the enterprise level and high accountability at the local level.

1

Improve the management of resources, dependencies, and demand.

2

Speed up the onboarding process for project managers.

3

Reduce time and money leakage associated with project deviations.

4

Manage delivery volatility with better service indicators and visibility.







# How Softtek comes into play

In less than one year, Softtek implemented a series of project management (PM) capabilities through PMO services to improve the client's management of multiple simultaneous projects throughout the US and Latin America.

**Facilitated knowledge transfer sessions** to establish the client's preferred PM methodology and formalize artifacts.

**Applied mature governance standards** to increase visibility through controls, metrics, monitoring, and reporting.

**Established best practices** for onboarding PM talent, giving local areas the ability to fluctuate with project demands at a moment's notice.





# Business impact

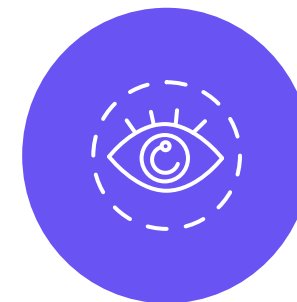
Having a mature supplier contractually committed to PM service indicators was vital to our client's ability to align projects to business results and manage resources and demand across multiple geographies.



100% governance rating and compliance with internal methods and processes.



65%+ faster time to onboard project managers.



Increased the visibility of project status and delivery dates, improving time to market.



Reduced maintenance efforts while increasing project documentation, leading to higher quality assurance for projects in-progress, completed, and deployed.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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