

UNREALISTIC DEADLINES

SMART.

CUSTOMER STORY

Creating realistic project deadlines is important. SMART is here to help you evaluate project deadlines for achievability so there isn't unnecessary stress on your team and resources. Our project management team gathered key data to help our insurance client make the best decision for their business – and acted as a guide once they decided to implement our mitigation plans and keep their tight deadlines.

 *TYPE OF COMPANY*
INSURANCE ORGANIZATION



 *LOCATION*
GLOBAL



CHALLENGE

The client's global reinsurance project had a technical workstream that needed to be implemented with the first region and four regions that required separate business workstreams. The client's initial plan was to do the technical workstream and European operations workstream at the same time, but the Australian operations region wanted to implement first. To accommodate this, the client's steering committee looked at doing all three simultaneously. Customer painpoints included:

- Time zone differences made it difficult to get the workstreams ready and support go-live.
- Three distinct workstreams being implemented.
- Teams and subject matter experts were stretched to their limits already.
- Unrealistic deadlines.

ACTION

SMART's program manager worked with the sponsor and project managers to put together a business case and presented the risks and issues with the proposed plan so that the steering committee could make informed decisions. We also helped create mitigation plans and solutions should the steering committee decide to move forward with the plan anyway despite our recommendations and the unrealistic deadlines.

1

Created business plan.

2

Created risk and issues list.

3

Created mitigation plans and solutions.



RESULT


Although the client opted to move forward by implementing three areas at once, SMART was transparent about the associated risks. From there, the client followed the SMART-recommended mitigation plan to implement in a phased approach that complimented all three workstreams – with success.



5-STAR CUSTOMER REVIEW

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SMART.

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TRANSPARENCY



- Pinpointed where and why deadlines were unrealistic.
- Recommended deadline remedies were applied

MITIGATION



- Created a strategic program mitigation plan.
- Helped navigate the three-workstream implementation to be as successful as possible, despite the flagged unrealistic deadlines, with monthly check-ins with steering committee.