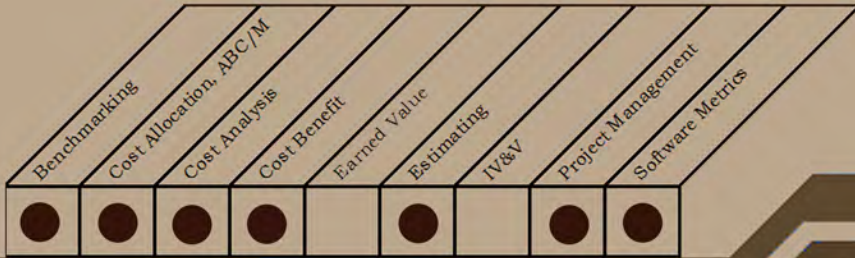




CASE STUDY: Top Five West Coast Bank

This top five west coast bank manages approximately \$750B in deposits; earning revenue of roughly \$80B per year; over 10,000 branches; and more than 280,000 employees. cards in circulation today.



SUMMARY

Client Web URL: www.mastercard.com

Client Size: \$80B revenue; 280,000 employees

Client Market Segments: Financial Services

CLIENT PROBLEM

The customer was estimating more than five hundred new projects per year. Most of these were maintenance related extensions to existing systems. Estimates were prepared using bottom up effort estimates by each of the groups responsible for delivering the work. The resulting estimates were time consuming to prepare, required pulling senior technical staff from projects on a frequent basis, and were not trusted by internal business customers.

PROPOSED SOLUTION

Implement a configured, tool supported set of industry standard estimating processes. Improve overall organizational development process, and make organizational structural changes to align with industry best practices.

RESULTS

The cost to prepare estimates dropped by over 50%. Organizational restructuring improved efficiencies and resulted in greater internal customer satisfaction.



When solving problems, dig at the roots instead of just hacking at the leaves.

Anthony J. D'Angelo, The College Blue Book