

BEST PRACTICE, BEST FIT

Project Plan Services & Public Sector



HM Government
G-Cloud
Supplier

smartsheet | aligned
Platinum Partner

Contents

About Project Plan Services (PPS)

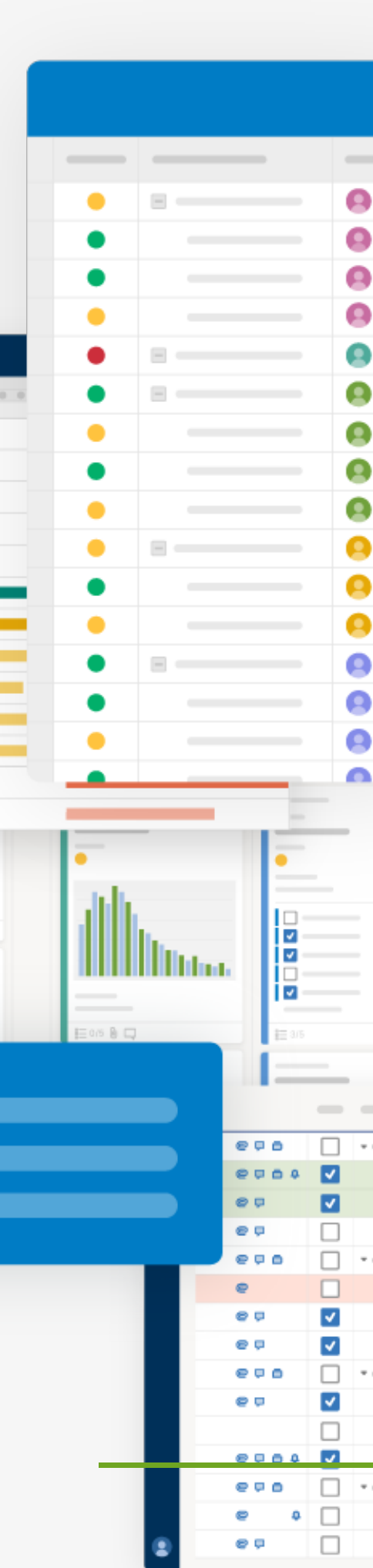
The PPS Leadership Team

Smartsheet - The Dynamic
Work Platform

Solution Services

- PPS Case Studies
- Northern Ireland Councils
- Stockport Council
- WRAP (Waste & Resources Action Programme)
- World Organisation of the Scout Movement (WOSM)

Testimonials



About Project Plan Services (PPS)



Project Plan Services (PPS) are one of the UK's most dynamic corporate portfolio, programme and project management specialists. Our expertise provides planning solutions that cover a broad spectrum of people, technology and process capabilities.

Established in 2008 and with years of experience, PPS has taken its unique style of project consultancy into the workplace, enabling corporate clients of all sizes to optimize their planning infrastructure and deliver clear benefits.

We are a Platinum Smartsheet Partner and reseller of Smartsheet and Resource Management licences. From the early stages of project initiation through to the complexities of project planning, execution and finally closure, PPS prides itself on talking your language, guaranteeing smooth project consultancy with the minimum of fuss. Offering continued support through demonstrations, training courses and day to day account management.

AT PPS, WE GO ABOVE AND BEYOND, WITH EXPERT CONSULTANTS AND TRAINING TO ASSIST EVERY BUSINESS, ENSURING YOUR SOLUTION IS THE PERFECT FIT FOR YOUR ORGANISATION.

Find out more: projectplanservices.co.uk/about-pps

PPS Leadership Team



PETER ALLANACH
DIRECTOR



ANDREW GERRISH
HEAD OF CONSULTING



EMMA BENTLEY
OPERATIONS MANAGER



GEORGE RIDGE
BUSINESS DEVELOPMENT
MANAGER

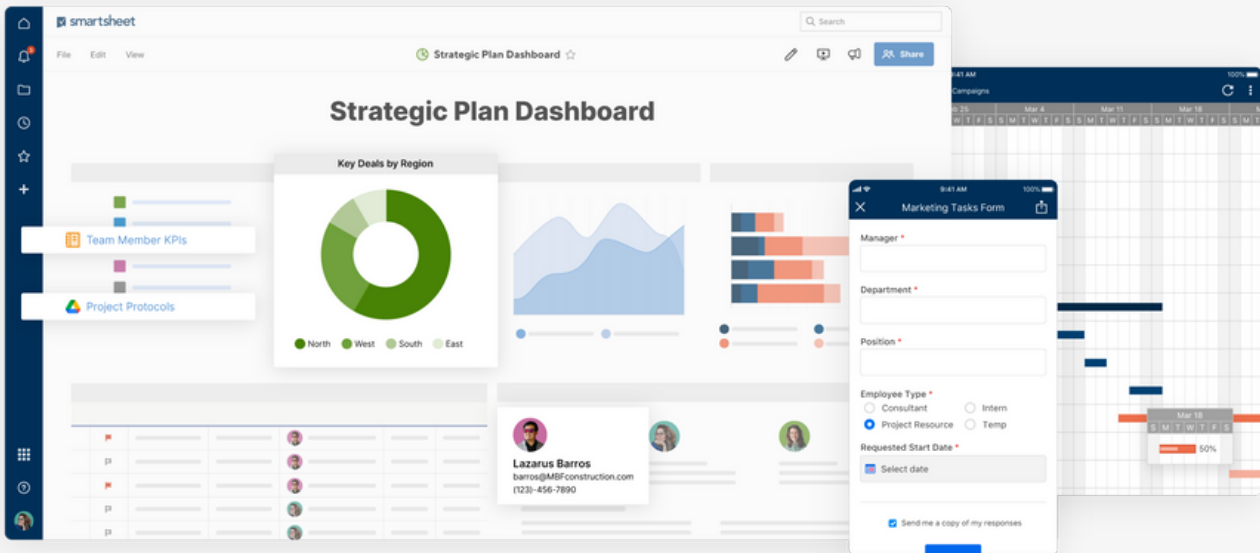


ROBERT KENNIE
LEARNING AND
DEVELOPMENT MANAGER



ALYSSA CHAMPION
MARKETING MANAGER

Smartsheet - The Dynamic Work Platform



Smartsheet connects the business on a flexible, no-code platform that empowers anyone to create the solution they need with the control and security IT demands.

From collaboration tools that keep teams aligned to intelligent workflows that drive productivity, to end-to-end solutions for content and resource management, Smartsheet empowers the entire enterprise to make an impact.

With powerful core capabilities, a selection of pre-built templates and solutions, and premium add-on products and services, Smartsheet makes it easy for you to move faster and achieve more.



SCHEDULE WORK

Build project timelines and Gantt Charts easily, as one-off projects or repeating templates



GAIN REAL-TIME INSIGHT

Management dashboards and detailed reporting in real-time



MANAGING RESOURCES

Simple but powerful resource planning and monitoring capability



COLLABORATE EASILY

Empower people and teams to easily take charge of their part of the work

Solution Services

At PPS, making things simple is at the heart of what we do, we strive to support you and your business wherever possible to ensure the best possible experience and effectiveness of your chosen solution,

Our Solution Services packages are tailored to you and your business needs. We offer core components that allow you to choose a package that helps you to support your staff and projects with relevant assistance and education. Our team of experts are here to help match the right services & support with the needs of your business and staff.

Our Services

ONGOING & SPECIALIST SUPPORT

Going the extra mile, to support your users and teams, not only for the setup and onboarding of your Solution but day-to-day too. Supporting core functionalities and queries to advance capabilities and bespoke builds.

LEARNING AND DEVELOPMENT

Offering tailored and bespoke face-to-face training sessions for all levels on our Solutions and Core Skills, delivered by our in-house qualified training team. Whilst also offering online, self-service e-learning courses for continuous development

PROFESSIONAL SERVICES

Working on bespoke and custom services such as solution builds and implementation that are the perfect fit for your organisation. Ensuring new solutions are integrated with your existing way of working for a seamless adoption with your team.

KNOWLEDGE ASSESSMENT

Helping you to understand the needs, experience and competency levels of your staff and so we can tailor the support and service we provide, ensuring it is the best fit for your business, making every element useful and valuable.

HEALTH CHECK REVIEW

Aimed at existing users of Smartsheet who wish to explore deeper the full and very latest capabilities to help them with their day to day business challenges. Health Check Reviews are a complimentary service offered by PPS.

Lisburn & Castlereagh City Council

WORKING WITH LISBURN & CASTLEREAGH CITY COUNCIL TO BUILD CONSISTENCY AND EFFICIENCY ACROSS DIRECTORATES AND OPTIMISE PROCESSES.

Objectives

- To streamline the incident reporting process and minimise the amount of administrative input.
- To implement a process that could easily be deployed at numerous council locations and leisure centres.
- To provide effective management information about key incident statistics for accidents, vehicle incidents and any other reported incident.
- To provide a seamless flow of information from an incident reported at a council facility through to Health & Safety advisors, and on to Insurance officers where necessary.



SMARTSHEET



PROFESSIONAL SERVICES



ONLINE LEARNING



FACE TO FACE TRAINING

Solution

- A Smartsheet incident report form with built-in logic so that only relevant sections are displayed as the form is being filled in. This replaced the previous 6 paper forms.
- Built-in workflows to automatically move data to relevant areas, e.g. Health & Safety and Insurance
- A range of management dashboards and reports automatically generated by Smartsheet, providing real-time reporting and a "single source of truth".

Armagh City, Banbridge and Craigavon Borough Council

IMPLEMENTING A SOLUTION THAT WOULD ENABLE ASSESSMENT OF THE COUNCIL'S CORPORATE HEALTH AT A GLANCE THROUGH DASHBOARDS AND CHARTS.

Objectives

- To provide a corporate dashboard displaying a large range of top level departmental KPIs in the form of metrics and charts.
- In early discussions about the dashboard content it became apparent that 2 departments would benefit significantly by having an end-to-end process review, and using Smartsheet to drive substantial efficiency gains. The 2 departments are Corporate Complaints and Information Governance.

Solution

- An extensive Smartsheet dashboard reporting all relevant management information on a real-time basis across 9 different departments.
- A dashboard that refreshes with current information as soon as the underlying departmental data has been entered.
- Data entered into Smartsheet via an external web form embedded in the Council website, or via an internal departmental form where complaints are received directly by departments.
- All deadlines to be calculated and managed by Smartsheet with automated workflows and reminders at all stages of a complaint.
- Full analysis and reporting of complaints via reports and dashboards, with reporting at directorate and departmental levels.
- Freedom of Information, Subject Access Requests and other information requests are entered directly into Smartsheet
- Workflows are used to calculate statutory response deadlines and to send automated email acknowledgements and responses. These workflows will send internal reminders to ensure requests are responded to in a timely manner.



Armagh City
Banbridge
& Craigavon
Borough Council

WRAP (Waste & Resources Action Programme)

WORKING WITH WRAP TO IMPLEMENT A SINGLE SOLUTION FOR MANAGING RESOURCES AND PROJECT EXECUTION ACROSS THE ORGANISATION

WRAP was looking for a system to better manage their workload. With 180 projects worldwide, varying in size and timeframe and 245 members of staff working on them, the majority of their current process is manual and resource-heavy.

Objectives

- Standardised resource management across teams in order to forecast demand and capacity
- Visibility into the status of the portfolio, programmes, projects and resource constraints
- Automation of manual and repetitive work for reporting
- Standardisation of project delivery, collaboration and tracking across teams
- The ability to manage the portfolio pipeline and integrate with Salesforce
- Integration with Microsoft Teams and eventually with business resource planning



SMARTSHEET



RESOURCE
MANAGEMENT



PROFESSIONAL
SERVICES



FACE TO FACE
TRAINING

Solution

- A Smartsheet solution that is 'fit for the future', continuing to support WRAP as their needs grow and develop
- Streamline processes, reducing the risk of human error
- Alleviate pinch points and pressures for better time management
- Create a uniform process for sheet and data management
- An accurate source of all information in one place, accessible by all



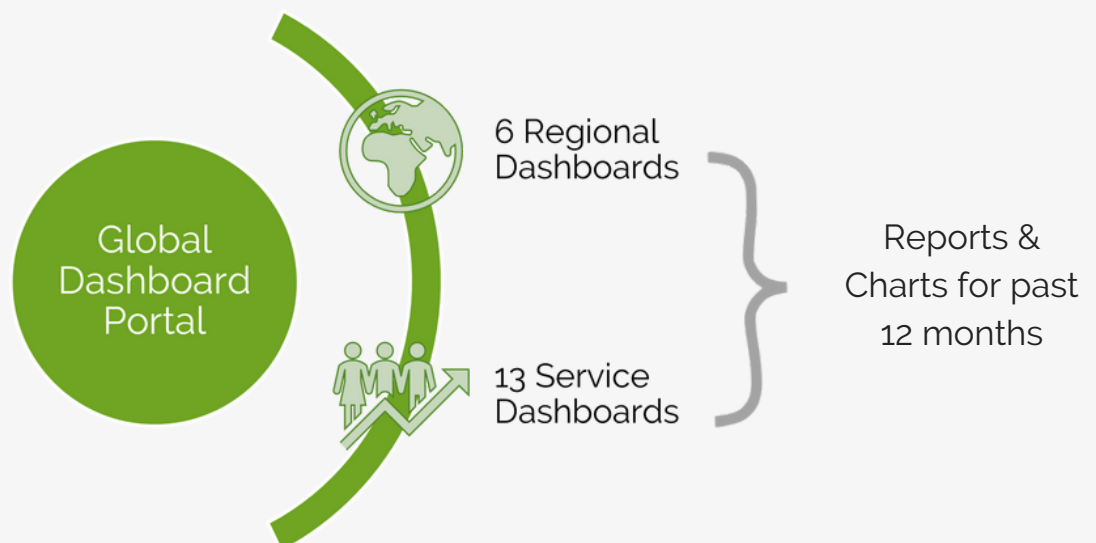
World Organisation of the Scout Movement (WOSM)

WORKING WITH WOSM TO CREATE A BESPOKE DASHBOARD REPORTING SYSTEM TO MANAGE GLOBAL VOLUNTEER MENTORING SERVICES

WOSM delivers tailored support and assistance to National Scout Organisations around the world, pairing them with a volunteer consultant who provides guidance and advice for regional projects.

Objective

- Gain better insight into the global projects running including key analytics
- Learn and understand areas that need improvement and development
- Report on results efficiently to ensure the right services are being offered at the right time



ENABLING TRENDS TO BE RECOGNISED AND APPROPRIATE MANAGEMENT ACTION TO BE TAKEN PROMPTLY, WITHOUT THE PREVIOUS HUGE ADMINISTRATIVE BURDEN.

“The PPS team was super helpful and kind, working with us on the budget that we had to find a solution and we could not have come up with that solution on our own”

- Deputy Global Director Organisational Development, WOSM



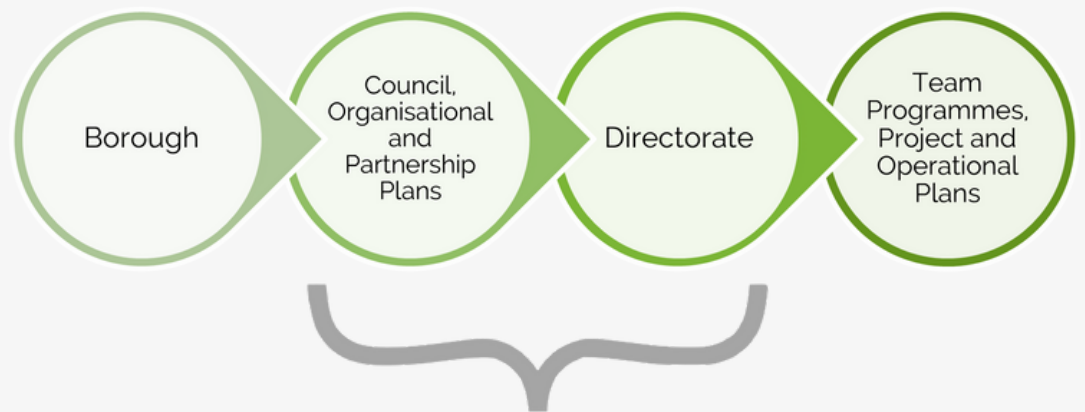
SCOUTS[®]
Creating a Better World

Stockport Council

WORKING WITH STOCKPORT COUNCIL TO SUPPORT THE LAUNCH OF THEIR NEW 10-YEAR STRATEGIC BOROUGH PLAN.

Objectives

- Creating consistent project plans for each directorate
- For all project plans to be visible across all functions and stakeholders
- 1 platform and 1 consistent approach
- Use dashboards to present a clear picture of all projects, tasks and status



ONE TRANSFORMATION PROGRAMME CONNECTING ALL 9 SMARTSHEET ITEMS & PRESENTING INTO 1 DASHBOARD

Project Request Intake Sheet

Request form for project services, resources and funding. The logic within the form helps to determine Complex Projects and Simple Projects, highlighting those that require additional external services or resources. These segmented requests are easily presented to key stakeholders for review and approval. Overall streamlining the approach to creating and executing a project.

"We wouldn't be where we are now without the support and work from PPS. They provided the expertise that we didn't have before, to get things done quickly."

- Project Manager, Stockport Council



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Testimonials

We now have a demonstrable suite of reports providing assurance and credibility within the organisation I would highly recommend Project Plan Services compared with other providers as the value earned was greater than that achieved from larger consultancies used historically.

PIP PEEL / CITB

"I found the dynamic style of Rob's training really beneficial. We quickly built a rapport and this was extremely helpful working through the training sessions."

KAREEN MCEVOY / QUEEN MARY'S UNIVERSITY

"What we have now is a really clear approach that gives every one of our six regions and our global support centre level a really clean way of being able to see information and most importantly, the trends because that's what we were missing before."

RUTH POTTS / WORLD ORGANISATION OF THE SCOUT MOVEMENT

"Rob spent time getting to understand our requirements and tailored the training appropriately. More support was given to topics when needed and the training materials were comprehensive."

JANE GRANT / EPIC