



PROJECT RESOURCE MANAGEMENT

Established a governance model that helped streamline resourcing initiatives.

Business Challenge

A top tier pharmaceutical firm had applied a siloed resource model for meeting project needs (including internal teams, consultant hires, staff augmentation approaches with on-shore, dual-shore, and off-shore mix). In addition to weaknesses within some of the silos' models, inconsistencies across models created many obstacles to achieve enterprise efficiency goals. Noted problems included:

- Unpredictable resource availability and unplanned project delays
- Inconsistent resource quality and cost
- Lengthy (organizational and project) on-boarding processes
- Under and/or sub-optimized utilization of resources
- Difficulty in measuring resource performance
- Confusion due to the lack of a standard approach to project engagement and delivery

Client Objective

The client's primary objective was to close gaps in resource planning, provisioning, and fulfillment, including:

- Harmonize the processes and eliminate duplication of efforts
- Reduce administrative burdens and cost (recruiting, training, off-boarding, under-utilization, etc.)
- Eliminate delays caused by resource bottlenecks
- Increase scalability for peak demand periods
- Improve accuracy in matching skillset and knowledge to the required task, thereby reducing rework and remediation



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CASE STUDY: LIFE SCIENCES

Paragon Approach

Paragon responded by tailoring its project “Studio Model” approach to the client’s organizational structures. Paragon demonstrated that the “right resources at the right time” could be realized with defined procedures that explicitly connected resources to project milestones – from envisioning to operations. Paragon implemented the Studio Model for the client’s multi-vendor environment and established governance mechanisms to ensure control, compliance, and performance-to-target reporting.

Client Success

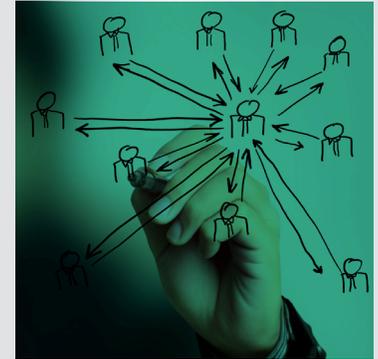
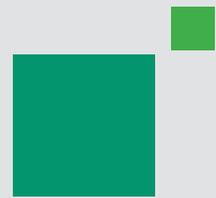
The Studio Model implemented by Paragon provided a powerful management toolset for the planning, allocation, utilization, and collaboration of resources. The model enabled the client to address their immediate resourcing challenges, and established a governance platform to improve milestone metrics while speeding up delivery timescales according to priority. Operating changes were across-the-board and included:

Resource Demand

- A single point of contact for fungible resources cataloged by skills, availability, cost and and performance
- Pre-qualification of resources for domain/industry-experience, and pre-screening according to client protocols
- The ability to match requirements for specialized knowledge and scarce skill sets

Resource Delivery

- Improved planning and responsiveness to demand spikes and organizational objectives
- Increased satisfaction within business areas, based upon skills, knowledge and preparation of assigned resources
- Scalability improvement for differently sized investments and demand peaks/troughs
- Simplified, structured resource on-boarding and preparation with clear roles and responsibilities
- Standardization of processes, tools, and templates
- Standard tracking on a unified set of core metrics (e.g., cost, performance)
- Clear accountability and knowledge management discipline



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