



MEISTERPLAN

Customer Success Story

first:utility

“Meisterplan is critical to the management of our project portfolio”

SANDHILL

Industry

UK energy supply

Customer

First Utility Ltd

www.first-utility.com

Founded in 2008, First Utility now has over 750,000 customers and 1,000 staff. It is the UK's fastest growing independent energy company, being the first to achieve 1m customer accounts. Dynamic & entrepreneurial, it needed to improve operational control, while maintaining the spirit of the organisation.

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Phil Morris

Head of PMO, First Utility Ltd



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Goals & Requirements

- Gain visibility of current & future resource requirements across all areas of the business, within a rapidly expanding, fast-changing organisation
- Actively model 'What-if' scenarios to reflect future resource demand from 'Business As Usual', services & projects
- Communicate clear resourcing alternatives to senior management
- Make objective, well-informed decisions on business portfolios and the resources required to deliver them

Solution

- Implement Meisterplan as a 'stand-alone' tool
- Initial use by the PMO and project managers
- Develop reporting and collaborative modelling with senior management
- Expand usage to cover the whole business

Approach

- Capture resource demand on Meisterplan, create relevant and realistic project portfolios, based on strategy, resources and budgets
- Model business capacity by role and, where possible, individual resource
- Develop clear visibility of supply and demand, bottlenecks and dependencies
- Collaborative, real-time, interactive modelling of alternative 'What-if' scenarios

Benefits

- Shared understanding of the business demands, leading to informed, objective discussion
- Better resource utilisation, reducing project delays and development time for new products
- Improved decision-making, ensuring key business priorities are delivered, enabling continued business growth
- Planned, timely recruitment to match predicted resource demand, resulting in cost savings and improved delivery



MEISTERPLAN

A product of itdesign GmbH
72072 Tuebingen | Germany

SANDHILL

Sandhill Consultants Ltd

T: UK +44 (0) 1476 568708

T: North America +1 905 847 5882

W: meisterplan.sandhill.co.uk

E: meisterplan@sandhill.co.uk