



## City of Corpus Christi Gains More Control of Work-flow Processes with Daptiv PPM

*“SaaS has provided the City of Corpus Christi with a 90% cost savings. We only need two Managers to administer Daptiv PPM on a part time basis. In total cost of ownership, we have saved over \$200,000 over a five year period.”*

*– Susan Allen, Business Unit Manager*

### AT A GLANCE

#### Key Facts

- MS-Excel spreadsheets were being used to manage IT projects, but there was a need for more project management structure in addition to increased visibility of project requests across the divisions for prioritization of annual funding. The City had used systems in the past to try to create structure around IT project management, but found that they were inflexible and difficult to use.
- Daptiv PPM is currently being used to create project requests and ultimately plans, track project progress, report on change management, monitor performance, and generate reports.
- Of most value to the City of Corpus Christi is Daptiv PPM's flexibility and ease of use – reports can be pulled as needed and the on-demand model eliminates the need for extra support resources, Programmers or Developers.

The city of Corpus Christi, with a population of 297,447 residents, provides a variety of facilities and services to the community, including police, fire and emergency medical services, health, parks and recreation, which include youth and senior programs, a natural history museum, libraries, an airport and a marina. Other services include water, wastewater, gas, garbage and brush collection, recycling, street maintenance, traffic signs and signal maintenance. The city of Corpus Christi constantly strives to continuously improve the programs and services it provides for local residents and visitors, with a special importance placed on responsive customer service. In fact, the City's organizational goal is to be a national leader of excellence in public service.

#### Organization Need

The City of Corpus Christi had a need for project management structure in their IT department. “Basic project information was tracked with MS-Excel spreadsheets, though we wanted a process to more effectively track the progress off IT-critical projects and create ad-hoc reports,” says Susan Allen, Business Unit Manager. “We had used other systems in the past that weren't very flexible and were difficult to use, so we wanted a customizable solution that could easily be configured to meet our needs.”

#### On-Demand Solution

The City's IT department is using Daptiv PPM to manage their business-critical projects.

#### The City leverages Daptiv PPM to:

- **Route project requests** internally and from customers (end user departments).
- **Create project plans** and keeps the information updated.
- **Track the progress of projects** and monitor critical dependencies or issues.
- **Organize** project documentation.
- **Manage Change Management Processes.** For example, requests for maintenance patches to an application or a server that would require system downtime. A project request is created and the board reviews or declines the request.

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**Susan Allen, Business Unit Manager**

- **Generate Reports on the fly** without the need of a developer or programmer.

Allen says, “The process to implement Daptiv PPM was basically overnight.” She continues, “We’ve had good feedback overall about Daptiv PPM. The solution has been particularly helpful with the change management process so we can provide better service to our customers who in turn serve the residents of our community.”

## Value

Daptiv PPM has helped the City of Corpus Christi simplify their processes and reduce technical and project management staffing burdens.

“We see a lot of value in being able to customize our environment which is used by varying divisions within our department and configure custom fields to manage our workflow,” says Allen. “Daptiv has given us the level of flexibility we really needed to effectively execute critical projects.” In particular, Daptiv’s reports have simplified the City’s ability to quickly analyze projects from a project or portfolio view. “You can’t beat Daptiv’s reporting functionality because their reports are so easy to use, much more intuitive than Crystal reports and less time-consuming. We can create reports on the fly without the need for a programmer or developer, so reporting headaches aren’t a burden we have to think about anymore,” says Allen.

Daptiv’s on-demand model also helps reduce burdens and costs frequently associated with onsite or ‘packaged’ software. “SaaS has provided the City of Corpus Christi with a 90% cost savings. We only need two Managers to administer Daptiv PPM on a part time basis. In total cost of ownership, we have saved over \$200,000 over a five year period.”

Allen continues, “We love Daptiv PPM’s On-demand model. There is no need for us to hire additional support personnel to maintain or administer the software, servers or database because Daptiv takes care of the maintenance and support aspect and our Daptiv Account Executive is very accommodating and willing to help us if we ever need assistance. We’d definitely recommend Daptiv – we continue to be very pleased with the product and more importantly the customer support.”

## ABOUT DAPTIV

Founded in 1997, Daptiv is the leading provider of on-demand Project Portfolio Management (PPM) solutions. Daptiv has helped hundreds of companies improve their strategic planning and business execution by offering flexible PPM solutions and expert professional services. Daptiv’s customers include world-class organizations such as BASF, Chase Paymentech, Harvard University, Honeywell, La Poste and Virgin Blue. For more information about Daptiv’s PPM solutions, please visit [www.daptiv.com](http://www.daptiv.com).