

# Acceleration of business projects for Mediq

Project acceleration as a route to shorter time-to-market

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Ebbe Yonce, MPO Manager



## ABOUT MEDIQ

Mediq is an international supplier of medical devices, pharmaceuticals and related care. To keep up with the many changes in the market and accelerate business projects, they launched a strategic program called “Accelerate. To maintain control of the program and report to the management team, Mediq set up a project management office and chose Fortes Change Cloud as software to support all projects and project managers.

## THE PROJECT ORGANIZATION

Mediq's project organization was named the Mediq Project Office, or MPO. The program includes several projects in different countries, including France, Germany, Finland, Sweden, Norway, Denmark, Hungary, the Netherlands and the Baltics. In addition, the program also consists of several work streams, such as IT, Operational Excellence, Sales Investments, HR and Finance.

7100

employees

300

projects >40K

14

countries

The Mediq MPO developed a project management approach based on PRINCE2 tailored to Mediq's specific requirements. They made the approach as simple as possible to ensure that people could not refuse to use it. It contains four phases instead of seven and only the intake sheet, project initiation documentation (PID), highlight report and project final report are mandatory products. This approach was implemented in all countries and will continue to grow over time.



Healthcare



[www.mediq.nl](http://www.mediq.nl)



Utrecht, the Netherlands

## THE TRIGGER

The big question remained, “How do we keep a **grip** on all the ‘Accelerate’ projects?” says Ebbe Yonce, MPO manager. “We had a project management approach now, but getting an overview of the progress of all the projects in all the different work streams was very labor intensive work. We needed a solution that could support and could provide us with consistent information on the progress of all projects.”

## SELECTION PROCESS

That's why Mediq decided to implement a Project Portfolio Management (PPM) tool. Mediq looked at several vendors, including Fortes Change Cloud. One of the most important requirements for Mediq was that the tool had to be **easy to implement**. Mediq did not want a tool that would overwhelm people. This would be detrimental to the likelihood of success. In addition, Mediq wanted a tool that was able to support their unique project management approach, including the templates

and reports, such as project initiation documentation and highlight reports. The tool needed to be able to report across work streams and portfolios. As with their project management approach, they wanted a tool capable of **growing with the organization**.

Mediq visited several companies already using Fortes Change Cloud to learn from their experiences. “Fortes stood out above the other providers. They were the only ones who asked what I wanted and could actually show things that Mediq needed. “Other vendors were too expensive, didn't listen or were just too sales-driven,” says Ebbe Yonce.



## IMPLEMENTATION

Mediq wanted full visibility and control of ongoing projects as quickly as possible, but without losing the support of management and project managers. To implement the tool as efficiently as possible, Mediq made two key choices:

### Internal customer support

One of the key success factors for properly implementing the tool was a synchronized team. Mediq formed a **tool team** consisting of people from each work stream, with (internal) customer support as the first priority. Each team member had their own tasks and responsibilities. Mediq tackled the Fortes Change Cloud implementation as a project and even had someone available full-time to make it a success.

To generate internal enthusiasm, Mediq started the rollout small and kept the software exclusive to just a few project managers. Through word of mouth, other project managers heard about Fortes Change Cloud. Soon everyone wanted to know what it was and how they could use it. Local MPO staff served as points of contact and were able to answer questions and help project managers. In addition, Fortes' consultants and help desk were a great help in implementing Fortes Change Cloud smoothly.

### Keep it simple

Mediq decided to implement Fortes Change Cloud **step-by-step**. They started with the project management approach. Because this was already familiar to the project managers, Mediq was able to move quickly. "We used daily **webinars** to train people in different countries. Fortunately, Fortes Change Cloud is very intuitive, so we didn't need much training," says Ebbe Yonce. "I really believe in your tool! We were able to implement Fortes Change Cloud for all of our countries at once because we kept it simple and were able to show the benefits to everyone."

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## THE RESULTS

Mediq achieved all its implementation project goals. All 'Accelerate' projects are planned and managed with Fortes Change Cloud. It provides Mediq with automatic and consistent reports that they use to inform the management team. Other projects are currently being added, including 'non-Accelerate' projects with budgets over €40,000. Eventually, Mediq will manage approximately 300 projects with Fortes Change Cloud.

In addition to achieving its initial goals, Mediq is experiencing two more significant results:

### Time saving

"The automatic reports save us an enormous amount of time. Some progress reports used to take us **four days** a month, now it's just a click of a button," said Ebbe Yonce. Using Fortes Change Cloud also made tracking financial progress much easier.

### Uniformity and transparency

Fortes Change Cloud supports people to work according to Mediq's approach. Project managers can find all information about the approach, including templates and reports in the tool. This helps them manage their project in **the way Mediq likes**. In addition, it saves project managers a lot of paperwork because all data is entered directly into the tool. The tool also provides transparency about Mediq, making it possible for management to track every step of the project.

- ✓ A common language and methodology are now available to all projects and programs
- ✓ Much greater transparency and harmonization across projects and programs;
- ✓ Tangible results can be shown, along with soft factors such as alignment with strategy.
- ✓ Time savings of up to four days per report.
- ✓ Uniformity and transparency in project approach

## NEXT STEPS

Currently, Mediq is implementing the resource management module. In the coming months, the financial grid and time tracking will be completed. This will then provide an overview of all hours requested and spent. "We are still tackling it step-by-step, so that we keep both our management and our project managers happy," said Ebbe Yonce.



## ABOUT FORTES

Fortes has been developing solutions for effective management of projects and project portfolios for more than 20 years. Fortes Change Cloud is number one in local and central Dutch government for Strategic Portfolio Management. Fortes supports programs, projects, agile teams and Strategic Resource Management, matching available manpower to current and future demand.

Fortes stands out for its great ease of use, flexibility and scalability. It supports from a small department with a handful of projects to a large ministry with dozens of portfolios and more than 1,000 initiatives.

Want to know how Fortes can help you get a better grip on your strategic direction? Then request a demo today.

[Plan a Demo](#)

## One platform to connect the dots

### Fortes Change Cloud

