

CUSTOMER SUCCESS STORY:
ROLTA INDIA LIMITED

Rolta meets business demand by improving the visibility of its global sales pipeline and aligning skills of more than 5,000 people.



ROLTA

Customer Profile

Industry: IT
Company: Rolta India Limited
Employees: 5,000+
Revenue: US\$ 250 million
(2007-08)

Business Impact Summary

Business:

Rolta is a market leader in providing specialised IT-based solutions to the geospatial and engineering sectors. In addition, Rolta provides comprehensive solutions in the areas of defence, ship design, software engineering and development, eSecurity and enterprise IT management, Oracle applications, ERP consulting and and business intelligence.

Challenge:

To deliver quality services to its clients, Rolta needs to manage resource allocations matching the capabilities of its highly skilled staff with demand. This requires comprehensive visibility of its global sales pipeline including expected commencement date, current projects including estimated date of closure and complete view of resource allocations.

Solution:

Rolta uses CA Clarity™ Project and Portfolio Manager (PPM) to manage hundreds of concurrent projects as well as the associated resources. Employee skills and sales opportunities are also captured in the solution to improve the alignment of resource with demand.

Result:

Simplified processes and increased visibility of projects, resources and market needs means Rolta can respond to its clients instantaneously, maximising sales opportunities, reducing resource allocation timescales and boosting project success rates.



CA Customer Alliance Program



Transforming
IT Management

Business

Developing cutting-edge technology solutions

Rolta is a multinational Indian organisation which has executed projects in more than 40 countries. The company is a strong player in the defence, government, infrastructure and security markets worldwide.

Rolta serves these markets by providing innovative solutions in Geospatial Information Systems (GIS); Engineering & Design Services (EDS); and Enterprise Information & Communications Technology (EICT), which includes software development, advanced security, network management, Oracle applications, ERP (Enterprise Resource Planning) Consulting and business intelligence.

The company was included on the S&P Global Challengers List™ for 2008, by Standard & Poor's, which identifies mid-size organisations that are expected to demonstrate the highest capacity for growth. Forbes Global has ranked Rolta as one of the world's 200 best companies four times in six years.

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Subrata Mallick
Executive Director, Rolta

Challenge

Aligning demand and resources to maximise new business opportunities

Rolta's revenue grew by 50.7 percent from 2007 to 2008. The company plans to continue growth momentum by adopting a strategy that is both organic and inorganic, including expanding its Mumbai facilities, establishing additional development and delivery centres in India and growing its delivery centres in the US and UK. Rolta's recent acquisitions include Canadian geospatial specialist Orion Technology, Chicago-based TUSC, and WhittmanHart Consulting to expand its services in ERP, Oracle technology and business intelligence services. Rolta expects to have a workforce of almost 15,000 by 2011.

The success of the company lies in its ability to anticipate market needs, embrace new ideas and deliver highly successful projects and quality services. For healthy growth, Rolta needs an excellent understanding of the market in which it operates seamless collaboration between its offices worldwide and strong capacity management.

Matching capacity and demand on a global scale requires complete visibility of forecasted sales and existing resources. Subrata Mallick, Executive Director at Rolta, comments, “We frequently work on highly specialised projects that require very specific skill-sets. As a result, we need to ensure that we have appropriately trained staff to safeguard the successful delivery of client-driven projects and services.”

Rolta was using a range of disparate solutions for project management, resource management and demand management. In order to align its capabilities to market trends, Rolta recognised the need for a single centralised solution to track client engagements and sales, vendor collaboration, internal and client projects, logistics, resources, training and skills across departments and countries.

“CA Clarity PPM has enabled us to streamline project approvals processes and automate project planning using best-practice templates.”

Subrata Mallick
Executive Director, Rolta

Solution

Centralised best-practice project management

Following a comprehensive evaluation, Rolta deployed CA Clarity™ Project and Portfolio Manager (PPM) in 2006. The CA Project & Portfolio Management solution was selected for its comprehensive functionality, customisable dashboards, usability and secure online accessibility.

To ensure Rolta maximised its investment in the solution, a large number of IT staff attended a CA Clarity Bootcamp to learn implementation best practice techniques. This accelerated certification programme took around three weeks to complete, combining both structured training sessions and hands-on experience, including a mock implementation. “CA’s training course provided our staff with in-depth knowledge of CA Clarity PPM, which meant we were able to implement the solution to suit our needs with minimal assistance from CA,” comments Mallick.

Following staff participation in CA’s Clarity Bootcamp, the solution was implemented over a six-month period. CA Clarity PPM is used by nearly 400 members of staff in India, the US and the UK to manage hundreds of concurrent projects, ranging from minor internal initiatives to major client projects.

“CA Clarity PPM has enabled us to streamline project approvals processes and automate project planning using best-practice templates,” comments Mallick.

Using CA Clarity PPM’s customised project review dashboard, project teams are able to foresee potential issues and prevent delays. The solution also provides accurate metrics to enable Rolta to evaluate the profitability of its projects on an individual basis.

Monitoring future demand

As well as tracking current projects, Rolta uses CA Clarity PPM’s demand management module to capture sales opportunities and new initiatives. These demand management capabilities are tightly integrated with CA Clarity PPM’s resource management module for capacity planning.

Rolta captures each employee’s experience and skills within the solution, so when it needs to match resource to a future project it can assign the most appropriate individuals, and arrange additional training if required.

“Our staff are our most important asset,” comments Mallick. “Using CA Clarity PPM we are able to ensure that we can balance our resources with demand enabling us to maximise utilisation without over-burdening the individuals. All our staff training, much of which is conducted at our Rolta Training Academy, is instigated via the solution.”

“Using CA Clarity PPM has enabled us to react to the changing market dynamics more quickly, and align resources with demand earlier in the sales cycle.”

Subrata Mallick
Executive Director, Rolta

Result

Remaining at the cutting-edge and delivering beyond expectation

Greater visibility of projects, market demand and resources has enabled Rolta to vastly improve capacity planning and meet the needs of its clients in a more effective manner. “CA Clarity PPM has a great impact on operational efficiency,” comments Mallick. “Since implementing the solution, we have been able to improve collaboration, market analysis and project delivery and reporting.”

Centralised project management and better alignment between demand and resource has enabled Rolta to:

- Respond to clients more quickly and maximise sales opportunities
- Reduce the time taken to allocate resources
- Improve its project success rate, thereby boosting customer satisfaction.

Mallick comments, “Using CA Clarity PPM has enabled us to react to changing market dynamics more quickly, and align resources with demand earlier in the sales cycle.”

To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/success.