

Project Governance Solution

Implementation Partner: Mokxa Technologies | Customer: Allied Benefit Systems

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

Allied Benefit Systems is a national healthcare solutions company. Founded in 1980, they have grown to be the largest, independent third-party insurance administrator in the United States.

Project governance is a business process in which new business cases are requested, reviewed, and evaluated in order to determine whether Allied Benefit would like to initiate a project based on the business impact it would have.



Industry:
Insurance



Firm Size:
501-1,000 employees



Country:
United States



1
App designer



4
Weeks deployment



360°
Project intakes view

CHALLENGES

- Tedious and time-consuming to keep track of project statuses, sending reminders, reports, etc.
- Too many redundant tasks with too much potential for human errors
- Information silos making it difficult and cumbersome to extract data for analysis/decision-making
- Lack of oversight for managing potential roadblocks such as missed deadlines, inefficient resource allocations, breaking budgets, changes in critical path, etc.
- Frequent bottlenecks and delays in project reviews, approvals and initiation process

SOLUTION

One Mokxa developer collaborated with the teams to collect requirements, and develop and deploy a **Project Governance Solution** within 4 weeks. Through small, effective sprints with changing requirements on the fly, the solution provides Allied Benefit with a single source of truth for quick access to project details, progress reports, and other relevant data to ensure an innovative and effective project governance process.

Focused on effective communication, collaboration and iterative development for teams dealing with complex and dynamic projects at Allied Benefit, Mokxa provided a framework that allowed them to prioritize and manage projects based on their strategic value, resource requirements, risk factors and alignment with business goals.

Integrated with Allied Benefit's existing business system, they ensured that the overall project approval, resource allocation, and other governance processes are seamlessly automated and consistently maintained across departments.

RESULTS

- ✓ Provision of a 360° view on new project intakes that effectively captured key performance indices through executive dashboards, detailed reports, and project timelines. This has enabled key stakeholders at Allied Benefit to better manage resources allocations and prioritize initiatives
- ✓ Automated processes freed up the team to focus on the creative aspects of project management
- ✓ Built-in business rules, templated forms and consolidated data lists reduced the likelihood of human errors, allowing Allied Benefit to scale with lesser risk and fewer variables
- ✓ Integrated with the existing ecosystem of technologies and legacy systems such as Azure DevOps, Microsoft tools, SQL server, etc. in one environment — Joget, ensuring Allied Benefit's users were seamlessly aligned with their business needs and objectives with a unified user experience
- ✓ Optimized risk management by providing visibility into project risks and issues, while proactively triggering any concerns to allow project managers to create contingency plans, mitigate perceived risks, and avoid potential delays or cost overruns
- ✓ Optimized review and approval workflow process with audit trail and notifications, allowing various stakeholders, according to their roles, to readily facilitate decision-making and enable timely actions
- ✓ Enabled fusion team collaboration by standardizing workflows for project approvals, criticality assignments, business justifications, and other related aspects across both business and IT teams
- ✓ This ensured that the right people were involved in decision-making, and standardized processes were consistently implemented across projects