

CSC Selects Exostar’s Collaboration Solution to Enable Project Partnership Approach for Enhanced Client IT Project Management

Company Profile

CSC has been a global leader in providing technology-enabled solutions and services for over 50 years. The company’s advanced capabilities include system design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting. CSC has approximately 93,000 employees and reported revenue of \$16.2 billion for calendar year 2010. <http://www.csc.com/>

Challenge

CSC is one of the world’s largest and most respected providers of information technology services – a Fortune 150 company with clients in over 90 countries globally. Its Business Solutions and Services Sector and Managed Services Sector lines of business help clients succeed by fully leveraging the value of IT in support of their missions. Secure, efficient, and effective collaboration with all client constituencies is a vital component of IT project management efforts.

BAE Systems is one of the clients for which CSC provides IT-related services. The CSC account team for BAE Systems used project management software to track high-level milestone status, but the software didn’t support the transaction-level interactions necessary to implement true business-to-business collaboration. Home-grown solutions, such as deployment of portals or shared disc-drives, were cumbersome to access, exposed security concerns, and required setup and configuration on a project-by-project basis. The result was excessive cost, extended cycle times, and a continued lack of visibility that allowed bottlenecks and other anomalies to persist and prevented performance management/verification.

To overcome these challenges, the two companies conducted a Lean/Six Sigma review of IT project management, with the goal of optimizing the timeliness and cost-effectiveness of project delivery by focusing specifically on collaboration. The review gave rise to the Project Partnership Approach (PPA), a process consisting of a series of five checkpoints and associated activities that would standardize the front-end of IT projects to improve end-to-end project management and performance.

Solution

With the PPA defined, the CSC account team for BAE Systems understood it next needed to establish a shared working environment that captured, automated, and enforced the business process – and promoted secure collaboration amongst all participants. CSC team members assessed the commercially-available solutions in the marketplace, creating a top-ten list of alternatives. After jointly evaluating the options, the CSC account team and BAE Systems selected Exostar’s business-to-business project collaboration solution. The companies chose Exostar not only because their solution clearly

About the Exostar Collaboration Solution

Exostar's collaboration solution is a secure, scalable, cloud-based solution for business-to-business project collaboration. Built on Microsoft SharePoint, it is designed with a federated environment that offers controlled, single sign-on access with three levels of increasingly stringent security profiles to ensure all documents and data are protected from unauthorized intrusion.

The solution spurs immediate and ongoing productivity with its QuickStart package and pre-configured best practices and workflow templates developed especially for A&D.

Users benefit from a unique MyWorkspace feature that further enhances productivity by consolidating information across all of their projects on a single display. And it has been designed to segment and manage information so multi-enterprise collaboration can be achieved through a single software instance hosted at Exostar's facilities.

With the Exostar collaboration solution, companies realize greater control over project-oriented work throughout the supply chain, facilitating better management of costs, deadlines, expectations, and results.

met their PPA-based requirements, but more significantly because of the solution's security capabilities in a multi-party environment. It offered the ability to place projects in one of three distinct levels, where access would be controlled by increasingly stringent methods, including multi-factor authentication. In addition, the solution promoted the implementation of end-to-end encryption, so documents could be protected both at-rest and in-transit. The solution also would enable the team to conduct real-time WebEx meetings and limit participation to only those individuals with project access.

Exostar operationally deployed the solution on the CSC account team's behalf in less than four months. With Exostar, PPA process workflows are now standardized. From reviewing the business need with the requesting party and defining project requirements to designing, planning, and pricing the IT solution, the solution continues to ensure mandated activities are completed, checkpoints are passed, and metrics are collected along the way. It provides visibility into workflow status, the people involved, and the actions they have taken.

The solution also allows individuals to share calendars, meetings, discussions, alerts, announcements, and documents across enterprise boundaries. It includes a content management/knowledge store, where all reference materials and other information are maintained for all projects initiated, in progress, and completed. Participants can take advantage of the Exostar solution's robust searching and reporting capabilities, including obtaining custom views of projects, activities, and exceptions.

To provide additional protection for the content of all interactions and reinforce their commitment to exceeding all ITAR mandates, the L&A GTS teams opted to execute the "Sensitive" tier of the Exostar collaboration solution. This more secure level – which incorporates all of the features of the solution's basic "Core" tier – implements end-to-end document encryption and gives users the option to develop sensitive site wikis and blogs for more trusted information sharing.



“The Exostar solution is supporting real business change in how we work with our clients. Collectively, we are better organized and synchronized, which promotes greater focus on achieving common goals. With Exostar, we can truly collaborate internally and externally on an industrial scale.”

Pip R. Todman, Project Improvement and Collaboration Lead for the BAE Systems Account at CSC

Benefits

Nearly 500 people at CSC and BAE Systems currently use the Exostar collaboration solution for PPA-based IT project management collaboration. Whenever a new project is initiated, CSC account personnel leverage the solution to automatically create a new project site that will guide collaboration throughout the PPA process. To date, over 1000 sites have been generated for projects at BAE Systems.

The CSC account team is relying on Exostar on a far broader scale than originally anticipated. In addition to project sites, the team has established group sites for its own organizations, as well as those of its client. The group sites are helping organizations establish continuous improvement frameworks, memorialize project lessons learned, and maintain documents applicable across projects.

The Exostar solution has greatly improved collaboration amongst PPA constituents, making it far easier to find information, take advantage of existing accomplishments, maintain proper version control over documents, audit activities, and execute business-critical PPA workflows. With a 50 percent reduction in project change notifications, cost, risk, and cycle times are all down. Predictability in the delivery phase of IT projects is on the rise, driving improved quality, client satisfaction, and business performance. Thanks to Exostar, the PPA process is taking IT project management for the CSC account team and BAE Systems to new heights.



Connect once. Collect once. Certify once.

Contact Exostar Today
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About Exostar

Exostar’s cloud-based solutions help companies in highly-regulated industries mitigate risk and solve identity and access challenges. Nearly 125,000 organizations leverage Exostar to help them collaborate securely, efficiently, and compliantly with their partners and suppliers. By offering connect-once, single sign-on access, Exostar strengthens security, reduces expenditures, and raises productivity so customers can better meet contractual, regulatory, and time-to-market objectives.