



# Case Study – British Heart Foundation



Each day, around 440 people in the UK lose their lives to cardiovascular disease (CVD). More than 100 of them will be under 75, while 7 million people across the nation are living with the effects of the disease.

It's because of these shocking statistics that the British Heart Foundation exists. As the nation's leading independent funder of CVD research, the BHF has been leading the fight against heart disease since 1961. The BHF is aiming to invest £100m in new research each year. Through funding pioneering research, the BHF is helping to transform the lives of people living with CVD.

In addition to the usual fundraising and back-office operations, the BHF has an extensive retail environment with more than 730 stores. This creates a large requirement for technology projects within the charity, covering retail systems, CRM, websites, digital communications, social media, sophisticated grant management systems and HR and Finance systems. In 2014 the BHF published an ambitious Strategy to 2020, to fight for every heartbeat.

Suky Sehmbi is the Project Manager based at the BHF's London headquarters and leads the charity's Enterprise Portfolio Hub project. He explains: *"We are a research-based charity and most of our funds go towards helping to provide grants for research into CVD and how to prevent it."*

*In terms of retail, we are definitely Europe's biggest charity retailer, probably the biggest in the world. We also have an Ebay presence. Most of the products that we sell are donated to us but we do have new products that we sell like cycling shirts or products from our events as well as Christmas cards."*

BHF's IT department currently numbers around 50 staff, a figure that's growing to meet the charity's ambition to beat heart disease. The IT function is split between London and their retail offices in Claygate.

*"It's a very competitive and challenging time for the sector, so you have to stand out"* explains Suky. *"We have to make sure our systems are well-maintained and look after the security aspect of things as well as making sure our systems are as efficient as possible."*



## The Issue

With a complex infrastructure and an ambitious strategy, quality project management information was crucial for the BHF.

Suky explains: *"We had a lot of manual processes and were running a large number of projects with minimal standard processes across them. Much of the reporting was manual, with the documentation in different places. It was hard to know exactly where you were across the portfolio."*

Gathering the information was a very manual process with little consistent use of project plans.

There were three key issues to solve: project management, reporting and standardisation.

*"We wanted to improve all of these things and the quality of what we delivered to the business" says Suky. "We also wanted to help with our roadmap and our planning over the next three-to-five years. The aim of the project was to deliver activity better, thus enabling us to better predict our future project needs."*



## The Solution

Initially, the BHF looked at what processes and governance it needed to put in place. With that resolved, the charity looked at what tools it needed to support the processes. Being a Microsoft house, the best solution was Project Online.

*“We chose Online rather than OnPremise, because it’s a much lighter tool which required less work to implement,” explains Suky. “We then looked at suppliers who could help us. We started with four, narrowed it down to two and finally chose CPS based on its ability to be able to provide the right solution at the right price: it felt more like CPS were giving us a product whereas most of the other suppliers were giving us the services to implement a product.”*

Suky was convinced that PS+ built on Project Online, had the right suite of tools and the speed of implementation to help the BHF achieve its goals. As a result the Enterprise Portfolio Hub project was started.

The BHF decided to launch a pilot within the IT department. The solution has now been adopted by IT, but, as Suky explains, there’s still a long way to go. *“We’ve got to the end of a six-month trial period and are now looking at ways in which we can take this solution forward,”* he says. *“There’s more work to do in terms of resourcing but the goal is to rollout some of the functionality to a wider*

*audience within BHF and then followed by the whole system.”*

Implementation of the new solution took just a few months, from finalising the contract to going live. *“Prior to engaging CPS, we knew the key deliverables we wanted to be implemented, particularly in terms of stage gates and the approval processes. CPS was able to implement these and provide support whenever it was needed. Our next steps are to engage with CPS further in order to drive the solution further.”*

Suky says the pilot has been a success, and the charity now has much better visibility of its portfolio.

*“We have a single place to go to see information about our projects, everyone can see it with no manual collection required.*

*“CPS has been very responsive in making some changes to the PS+ application. It’s been really good to see some of our enhancement requests implemented in the base PS+ product. What we’ve found harder than we thought has been getting everyone to buy into the governance and processes we wanted. That internal change is always harder than expected. However, the tool is giving us the visibility of where we need to improve.”*



## The future

BHF plans to roll out PS+ across its entire estate.



*We probably need to spend more time using it within IT, moving the focus to resourcing and the roadmap,”* says Suky. *“The biggest benefit has been the visibility of our data and we can use that to drive good governance and delivery of our projects.”*

Andy Fenton, CIO at the BHF, says



*We recognised the need to gain much greater control over the large number and wide variety of projects and programmes the BHF is undertaking in order to fight heart disease. PS+ was fast to implement and provides the functionality we need to move from just project management to IT portfolio management, and will help the BHF to make better decisions in our fight for every heartbeat.”*

CPS’s solution has given BHF quantifiable goals in key areas such as project management, reporting, standardisation, quality of delivery and budget and time management. The charity is now significantly better placed to deliver its plans for the next three-to-five years. *“This solution will enable us to better plan our road map for the future – and deliver on it,”* adds Suky.



### About PS+

PS+ is the leading preconfigured best practice solution for Project Server and Project Online. PS+ takes the unknowns away from implementation enabling organisations to be up and running in less than fifteen days using a tried and tested solution utilised by thousands of users across the globe. PS+ adds significant value by providing pre-configured views, reports, access control and templates such as Prince2 and Agile, as well as award winning Apps from the authors.

### About CPS

CPS specialise in the design and implementation of real solutions built on Microsoft® technology that transform businesses and deliver recognisable benefits. The organisation combines unparalleled technical expertise and deep understanding in solving business challenges. CPS is the UK’s leading provider of Project Server and Project Online implementations and is an accredited management consultancy, Microsoft gold competency and cloud accelerate partner.

PS+ delivers tangible business results FAST.

Get in touch with us today, and make your projects easier tomorrow.

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