@task Provides Visibility, Accountability, and Enterprise-Wide Collaboration

Customer Case Study

"@task helps us demonstrate our value to customers. In the case of our NV Energy client, we quantified a positive ROI of greater than 10x on just one of several project engagements."
–Damon De La Pena
Co-Founder and Managing Director, BDM Consulting, Inc.

BDM Success Snapshot

- @task gives BDM and NV Energy complete visibility into every project, enabling them to efficiently manage inventory request with suppliers in real time
- @task empowers NV Energy to keep suppliers accountable for performance and provides effective metrics for vendor evaluation
- Real-time collaboration allows team members, regardless of location, to collaborate and share accurate and up-to-date information
- @task enables BDM to quantify and validate a positive ROI—10x for the vendor-managed inventory control initiative

BDM Consulting, Inc.

Background

BDM specializes in global supply chain management solutions to maximize lean manufacturing and operational strategies. This includes innovative asset management solutions for materials demand, inventory optimization solutions, best in class sourcing strategies, and lean enterprise risk assessments. As an @task Partner, BDM Consulting helps organizations implement timely supply chain solutions with MRO FrameWorX, a proprietary risk assessment tool. "We use @task to efficiently manage all customer engagements to ensure timely project delivery and cost management," says Damon De La Pena, Co-Founder and Managing Director of BDM Consulting. "What's more, @task helps us demonstrate our value to our customers. In the case of our NV Energy client, we quantified a positive ROI of greater than 10x on just one of several project engagements."

Business Challenge

NV Energy has supplied the power needs of northern Nevada and northeastern California for over 150 years, and Southern Nevada since 1906. The company's Generation Department selected BDM Consulting to strategically transfer thousands of internal inventory items used for maintenance, repair, and operations on plant systems, from a company owned inventory to a consigned vendor-managed inventory (VMI) model.

Because NV Energy's power generation system spanned a service area of 54,500 square miles, the initiative required BDM to introduce a project management solution that accommodated a geographically diverse and departmentally dispersed workforce. To successfully implement new business processes at NV Energy, BDM's project management solution needed to:

1. Provide transparency into the VMI initiative so BDM, NV Energy, the individual power plants, and the selected vendor had complete visibility and accountability into the new inventory management process and its implementation.
2. Enable BDM to efficiently manage the implementation of new business processes vertically with NV Energy's selected supplier and horizontally across the plant fleet and supporting departments.
3. Facilitate collaboration among NV Energy management and power generation locations hundreds of miles from each other.
4. Quantify the cost savings of the vendor managed inventory initiatives to NV Energy, and manage issues throughout the project.

@task Provides Visibility, Accountability, and Enterprise-Wide Collaboration

To support BDM's objectives and meet the needs of NV Energy, @task provides:

Immediate Visibility and Accountability—@task reports and dashboards are

© 2000–2009 Licensed Copyright by AtTask, Inc., the Leading Provider of On-demand Project Management Software. All rights reserved.
1313 North Research Way, Orem, Utah 84097 | 866.441.0001 (Toll Free) | www.attask.com

BDM Consulting, cont.

refreshed every time task status is updated, and everyone involved in the project is notified via time-stamped email anytime status changes. This gives BDM and NV Energy visibility into every initiative, enabling them to efficiently manage issues with suppliers in real time. The software kept everyone in the process accountable—if *anyone* missed a deadline or milestone, *everyone* on the project team knew about it. @task's issue management capabilities collected key data used to negotiate corrective action with the vendor when challenges developed during implementation.

Streamlined Implementation of New Inventory Control System—Using @task to manage the inventory project empowered NV Energy to keep the selected supplier accountable for performance and provided an effective metric for evaluation. @task allowed NV Energy to implement the project across the company, ensuring that the VMI implementation met the needs of their organization and plant management.

Real-Time Collaboration—Regardless of location, @task allowed BDM and NV Energy project teams to collaborate and coordinate in real time. Accessing @task's on-demand solution through the Internet, allowed project teams throughout the system access to accurate and up-to-date information every time they logged into @task.

Verifiable ROI—@task's configurable reporting allowed BDM to capture direct and indirect cost savings of the VMI implementation with customized reporting that captured cost savings at the task level and overall project level. By consolidating vendors and reducing the number of individual transactions flowing through NV Energy's Accounts Payable (that average between $25-$50 per transaction), BDM quantifiably reduced inventory expense on maintenance items by 10x.

Results

@task allowed NV Energy to successfully collaborate with team members and vendors—regardless of where they were located. Complete visibility into the VMI implementation allowed NV Energy to efficiently manage inventory requests and keep vendors accountable to the needs of every power generation facility. @task also provided BDM Consulting a means to verify ROI with metrics that demonstrate substantial cost savings for NV Energy. NV Energy and BDM Consulting jointly presented these results at the National Utility Supply Maintenance Conference in May 2008 to share with the industry.

"The vendor-managed inventory control initiative was successful, @task enabled NV Energy to realize the value of thinking in terms of a fleet-wide, value-added, strategy, which is paying off for them." says De La Pena.

BDM Snapshot

- BDM specializes in global supply chain management, inventory optimization, lean enterprise risk assessments, and total asset management solutions
- Headquartered in Arizona, BDM has offices in Idaho, New Mexico, and Kentuky

© 2000–2009 Licensed Copyright by AtTask, Inc., the Leading Provider of On-demand Project Management Software. All rights reserved.
1313 North Research Way, Orem, Utah 84097 | 866.441.0001 (Toll Free) | www.attask.com