

## Company | **Arbella Insurance Group**

Arbella Insurance is a regional firm serving the home, auto, taxi, marine, and other insurance needs of MA, CT, and parts of RI. The Infrastructure Department at Arbella is currently working on about 30 projects, which span anywhere from one month to six months or a year. The department has five managers and about 35 employees tackling the network and IT infrastructure.

## Foresight | **Why We Chose @task**

We needed a clear picture of our capacity from a human resources standpoint. We have people skilled in various disciplines and needed to understand how each role affected our overall capacity.

Our Project Management Office (PMO) was using MS Server and MS Project, which I didn't like because it gave us no ability to view our pool of resources and drill down into each resource. I had some experience with MS Project before and knew that it wouldn't do what we needed. Basically, we didn't know what the heck was going on. Managers would check in with their team members and ask how a project was going. The response was "good," which told us nothing. We needed specific reporting metrics to measure and understand what was happening in all of our projects at any point in time.

When I began researching possible project management solutions, I had a list of 20-30 minimum requirements. As I went through the products out there none of them did them all until I found @task.

We needed allocation of hours for each discipline by day, week, and month; and an ability to show our capacity for handling upcoming projects, so we could prioritize and explain to corporate what our limitations were. It was key for us that the software possess a set of features that would allow us to report and drill down through current projects. Reporting and understanding an accurate picture of our progress were critical.

## Hindsight | **Why @task was the Right Choice**

Now, when a project comes our way, our status is so visible, we never say no. We have the information to explain our situation accurately, and quickly and efficiently gauge how the new project lines up against our groups. We have the visibility and accountability to give corporate an accurate picture of how our schedule will change if we take on the new project—that way we tackle priorities in line with our corporate strategy. @task lets us keep our finger on the pulse of the organization; collaboration is better. Now a weekly status meeting tells us which projects are in play and allows us to review all the timelines. We can quickly change views and check each phase of every project and quickly assess its status.

It is great to have resource status that is clear and up-to-date. We can identify where we have excess capacity, and if we need to tackle a new priority, exactly what will slip to accommodate it.