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Waveney Council Pioneers New Approach to Project Management

Council increases efficiency with Projxsoft Service Desk

Waveney Council is leading the way in terms of efficiency by being the first council to employ the Projxsoft Service Desk – an outsourced helpdesk, which will ensure all projects are managed effectively.

The Projxsoft Service Desk gives the Council access to a pool of specially trained administrators and technicians who will ensure all documentation for every project run by the Council, such as minutes from meetings, action plans, feasibility studies and budgets, is stored electronically in a central and secure area. Council members and contractors involved in all Council projects will be contacted by a member of the Service Desk whenever deadlines are looming, to ensure they are on track and meeting agreed timelines.

The new service will ensure current projects, such as the £60 million office construction of the new offices for Waveney Council and government agency, Cefas, will run as smoothly and efficiently as possible. Contractors and partners involved in the project from across the country will send documentation to the Projxsoft Service Desk, who will ensure it is uploaded onto a secure, password protected website, which can be accessed by all relevant parties, no matter where they are based.

According to Andrew Verney, portfolio manager for finance and e-Government at Waveney Council, "Project management is a huge job – and an area that we have struggled with in the past. We have numerous, complex projects running at the same time and it was important to find an effective way of overseeing them.

"Project management software alone was not enough. We needed assistance with making sure that documentation for all current projects was actually uploaded on the system. This is a huge administrative job as some of the projects have been going on for several years, using a paper-based system, so there is a backlog of hundreds of documents which need to be filed electronically.

“Chasing individuals to ensure that they have written up minutes from meetings or completed specific actions is also time-consuming. The Projxsoft Service Desk will take this entire administrative burden away from us, allowing the Council and its teams to focus on actually running the projects.”

The Projxsoft Service Desk offers a far more effective means of handling the project management administration than recruiting additional staff. It offers greater flexibility, enabling Waveney to adapt to varied levels of work as the programme of projects reach critical stages. It also reduces the need to train new staff in the operation of the project management system. In time, the Council is hoping to transfer some of the Service Desk skills to its own staff.

According to Ian Mitchell, CEO of Projxsoft, “We are delighted that Waveney has become our first Service Desk customer. It’s great that they are forward thinking enough to outsource the administration and technical requirements in order to manage projects more effectively. If projects like Wembley Stadium and the Dome had used this approach they would never have run into the time delays that occurred. We are confident that we can help Waveney District Council to run all projects effectively, within the given timescales and budgets.”

The Service Desk is the latest initiative in a series of moves to improve project management at Waveney. Although a recent Audit Commission assessment praised Waveney for improvements in key areas, the Council previously received a ‘weak’ rating from the Audit Commission, with project management highlighted as a particular issue.

Andrew Verney concludes, “Since tackling the issue head-on by utilising Projxsoft’s ‘Work.Together’ project management software, Waveney’s Audit Commission review has already highlighted significant improvements in this area. This trend looks set to continue thanks to our new arrangement with Projxsoft’s Service Desk.”

For further information on the Projxsoft Service Desk, please contact 0870 011 6186, email sales@projxsoft.com or visit www.projxsoft.com.

About Projxsoft

Projxsoft is a leader and innovator in the field of Business Transformation Support. Started post the dotcom boom, the organisation is now a leader in the support of public sector business programmes.

With its software and service desk products implemented within local councils, government agencies, re-generation partnerships and the health sector, the company's philosophy is simply to "worry about clients' projects so they don't have to."

Notes to Editors:

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