

TOYOTA

TOYOTA AND BIZZTRACKER TEAM UP

MAKING A DIFFERENCE IN PROJECT PORTFOLIO MANAGEMENT

Toyota Motor Europe (TME) is based in Brussels, Belgium, and staffed by 2,700 people of 63 nationalities. The Information Technology & Digital division at TME is currently running an extensive set of large-scale projects. To organize and optimize their project portfolio management, they recently joined forces with bizztracker. "We wanted to have a central portal that all our users could access; a flexible tool where we ourselves could manage data from beginning to end. Bizztracker is exactly that."

"The scope of our total project portfolio has definitely increased over the last ten years", says Maria Patricio, Senior Specialist, Corporate Systems at Toyota Motor Europe. "We had more and more details to retrieve, to report on and to make available for our teams." For a long time, the Information Technology & Digital team worked with custom-made tooling in which only a limited number of users could access the, mainly financial-focused, project information, whereas management of the portfolio of projects was done in separate Excel-based documents. So when our financial tool was coming to the end of its support, we decided to look for a solution that offers more than only insight into

financial performance", states Maria who, as the project owner, was a part of the project team in charge of finding, selecting, implementing and supporting new project portfolio management tooling. "We thought it would be good to **centralize everything in one location.**"

EASY-TO-USE, FLEXIBLE TOOL

At the time, Steven Wynants, Manager Vendor and Financial Management at TME, was involved in the strategic direction Toyota wanted to take with tooling. "Before selecting bizztracker, we looked at a number of criteria", he explains. "We had the option to redesign

or build something in-house, but decided to look for solutions that are already on the market.” In addition to portfolio management niche player bizztracker, a number of large and well-known players in the area of project and portfolio management also offered solutions to Toyota. “However, their size or reputation was not a decisive factor for us”, explains Steven. “What we really wanted to have was **a flexible tool with an easy-to-use and friendly user interface.** A platform where we ourselves could manage data from beginning to end and where we could have flexibility in configuration without having to go to the vendor each and every time. In talking to bizztracker, we found that this is exactly what they offer:

They were, without a doubt, **the best supplier to team up with.**” Steven firmly believes that this thought did not just come about because of the tool, but also because of the bizztracker team approach. “In order to get familiar with the functionality and use of bizztracker, they quickly delivered a demo environment and we managed to work on it easily and autonomously”, he remembers. “Needless to say, not everything fitted in with the way in which we had configured our processes; often this is customization work. Bizztracker was open to our feedback and willing to include some of our requirements into their product roadmap and integrate them into the tool. That’s the advantage of working with a relatively small, but **agile supplier.**”

“They were really working on the principles of continuous improvement with us, so we could mature together in this process. Bizztracker was the only supplier we spoke to that actually came with that approach, which we really appreciated.”

WIN-WIN PARTNERSHIP

Maria is also very positive about both the tool and the bizztracker team. “For us bizztracker is not only the most user friendly, interactive and intuitive platform, but we also like the fact that we can **quickly work with the bizztracker team to align with our needs.** If something isn’t there, we can simply give them our feedback, without experiencing the heavy development where you have to send your requirements and wait for six

months before something can be implemented.” What Maria mainly appreciates in the partnership is that ‘no’ is not ever an answer that is given. “If the functionality isn’t there today, they will at least give us a plan and refer to their technical roadmap. And if it’s really urgent for us as a customer they will do everything within their power to reprioritize their development roadmap and fit in our requirement as soon as possible.”

Precisely this is the reason why **bizztracker is now more a partner than a vendor for Toyota** in accordance with Andrew Lane, Manager, Planning & Executive Support. “The biggest added value of bizztracker is two things. On the one hand, it’s the tool itself, being a single source of truth that is easily accessible to anyone working anywhere in Europe with very user friendly software”, he says. “On the other hand, it’s the bizztracker people who are very committed, share their knowledge and really take a constructive approach together with us. Not just in relation to the sales process, but indeed within our team now that the tool has been implemented and is actually being used.

We have, for example, learned from bizztracker that we can still improve some of our processes or how other bizztracker users tackle certain issues. At the same time, bizztracker learns from us how they can still improve the alignment of their tool with specific processes. If we ask them something that is a bit crazy, they tell us. Whereas we ask them something useful, they put it into the roadmap. So, it’s **a win-win partnership** for both of us.”

“The strong collaboration between Toyota and Bizztracker has been mutually beneficial, allowing Toyota to adopt a solution that supports us in our transformation to a mobility company whilst giving Bizztracker some valuable insights into a global company’s IT management operations.”

Pierre Masaj, CIO Toyota Motors Europe

EVERYTHING I NEED IN A FEW CLICKS

For Isabelle Eggerickx, Procurement and Financial Management Specialist at TME, the introduction of bizztracker has made a big difference with regard to her and her colleagues’ daily work. “We have a history with paper and Excel, so, in general, onboarding to a new digital tool takes time for people”, she says. “But now we see more and more colleagues having bizztracker open on their screen, going to management meetings and showing bizztracker’s status on their project. So, besides added value for our portfolio management process, I also clearly see an

added value for our project managers in using the tool.”

This added value is most certainly true for her own daily activities. “As a Procurement and Financial Management Specialist, I very often need to do some analyzing, dig into details and provide all kinds of data to different types of audiences. For me the tool has brought great value. Where previously I used to have multiple Excel sheets where I had to look up data and consolidate everything together;

now I have everything I need in a few clicks. Especially **the KPI functionality has great potential** because I can track things that are happening within the tool in real time. So, if I see a deviation, I can check where it's coming from and I can detect any potential issue and solve it immediately.'

THE RIGHT EXPERTISE

When Maria Patricio was asked if she had anything to share with organizations that are also looking for a specialist in project portfolio management, she is very clear. "We are reaching a more digital world. If you want continuous improvement – which is in the DNA of Toyota – then my advice would be: don't be afraid to work with start-ups or small-sized partners.

The last years we often worked with big, well-known parties, but in this case, we discovered bizztracker was the best fit to meet our needs. They weren't as big, but **they had the right software, the right expertise, the right approach and the right mentality to partner with a big company like Toyota.** So, we wanted to give them a chance. It's true that our management took some convincing, but it was without a doubt the right decision."

Bizztracker fits the need for reporting about the status of our activities without the needs for lots of administration. We already use it in our team meeting to share status across the team.

Gary Howe, Manager Parts & Vehicle Logistics

I finally was able to stop exporting data into excel to be able to manage my budgets.

Steven Simons, Senior Manager Customer, Retailer & Production Systems

As a project manager I like the quick access to just one single source of the truth. One centralized and intuitive system. Feels so much like the comfort of a pair of Italian shoes... :-).

Axel Suetens, Project Manager A&F, Corporate & CEEA systems





DISCOVER PRAGMATIC PROJECT PORTFOLIO MANAGEMENT WITH BIZZTRACKER

Bizztracker is a cloud-based project portfolio management solution that combines strategic planning, operational management and financial controlling in one process. The tool assists organizations to prioritize projects without losing sight of the overall view. This creates insight to transform strategy into specific business results successfully. Due to the fact that you can customize the application, bizztracker assists both companies that are just starting out with regard to project portfolio management and organizations that are already at an advanced stage in this area.

IMPORTANT PLUS POINTS

- Real-time strategic, operational and financial data centralized in one location
- Easily accessible to anyone working anywhere
- Flexibility in customized configuration
- Creative, constructive approach and committed partner

MORE INFORMATION

Our current clients value our knowledge and the way in which we take a constructive approach with them as a partner. They describe us as being reliable, fast, creative and very driven.

OUR CORE VALUES

Bizztracker specializes in project portfolio management, but our clients know the most about their own requirements and processes. To make sure that they are empowered and their project portfolio management is successful, we work closely together with them. Our personal and flexible approach is therefore just as important as the tool itself.

Do you want to start implementing project portfolio management or do you have the necessary experience in this area and wish to know more about what bizztracker can do for you? Discover everything there is to know about our flexible configuration options by visiting www.bizztracker.com.

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