

FluentPro Governance and Administration Suite with FluentBooks streamlines PWA support

Mathematica chooses FluentPro to boost PWA and
Project Pro management efficiency

PROJECT BACKGROUND

While Microsoft Project Online is a flexible online PPM software designed to meet all business needs, it's important to remember that errors do occur. Data can (and will) be corrupted or lost from human errors resulting in costly and time-consuming downtime and repairs.

Losses like these do more than increase costs: they have the potential to create roadblocks to operations and reputational damage that leads to customer reluctance.

Cloud data backup, protection, and reliable security prevent these substantial productivity losses and costs. While Microsoft offers cloud backup services as part of the platform, directly managing these can be challenging without dedicated resources, as data science specialist Mathematica discovered.

PROJECT DESCRIPTION

Mathematica translates the big questions into the deep insights needed to improve public well-being by applying expertise at the intersection of data science, social science, and technology.

In collaboration with its clients across multiple focus areas, the organization is reimagining how the world gathers and leverages data. Mathematica aims to surface the evidence needed to deepen the understanding needed to improve programs and refine strategies.

The company, which employs more than 1600 team members around the globe, recognizes the importance of utilizing its data and resources as efficiently as possible.

At any given time, Mathematica manages around 300 projects on its client facing PWA, alongside 100 projects across PWAs dedicated to training and development.

While launching three PWAs was intended to allow Mathematica to work more effectively, the organization's reliance on external support resulted in high costs and lengthy delays.

NEEDS IDENTIFIED

Working with the client's team, the FluentPro team of PPM-suite experts thoroughly examined Mathematica's needs, allowing them to identify any additional needs required to ensure PWA management success.

Data backup and restore functions, for example, are essential for any business. When support requests or incidents arose, Mathematica faced a long and cumbersome Microsoft support process - leaving its team unable to respond quickly. The client needed to be able to handle this type of work soon in-house.

Another must-have for the client was the ability to bulk update resources. With over 1300 resources, the organization could not do this due to the time and costs involved.

SOLUTION DELIVERED

Having listened to Mathematica's concerns, FluentPro team of technical experts recommended the simple but effective functionality offered by FluentPro G.A. Suite.

The outstanding functionality of G.A. Suite has transformed the time and costs involved in its PWA management. G.A. Suite, for example, allows Mathematica to automatically back up its client PWA - with absolute confidence - weekly.

When files need to be restored - typically once a quarter - the organization can now handle this quickly and efficiently in-house, bypassing what Brian calls a "often long and cumbersome Microsoft support process".

The business also uses G.A. Suite's copy and data management features - allowing them to copy configurations from one PWA instance to another.

The client also takes advantage of the time-saving administrative features offered by FluentBooks. Its Bulk Resource updating tool allows Mathematica to update its rates of resources several times each year. Before FluentBooks, such a task was "impossible" due to the organization's pool's high number of resources (around 1300).

"We've used the FluentPro consulting service on a number of occasions for Global macro help and advice on PWA and Project Pro. It's been invaluable."

He continues: "I've loved working with the team. They are very responsive and easy to work with... The documentation is great as well."

REALIZED BENEFITS

Working with FluentPro enabled Mathematica to meet its operational goals. Implementing FluentPro G.A. Suite and FluentBooks revealed several great benefits to the organization, including:

- ✓ Reduced support burden
- ✓ Quicker response times to support requests
- ✓ Increased in-house efficiency
- ✓ Greater flexibility to meet changing business needs
- ✓ Automated backup and restore
- ✓ No data loss related to human errors

ABOUT FLUENTPRO SOFTWARE CORPORATION

FluentPro Software helps organizations simplify and automate migration, implementation, configuration management, data protection, and Microsoft PPM solution integrations.

Established in 2010, FluentPro software effectively manages Microsoft PPM Platform solutions (Microsoft Project Online, Microsoft Project Server, and Power Platform).

FluentPro works with some of the world's largest organizations, including Goodyear, Abbott, and NBC Universal. A Microsoft Partner in PPM, FluentPro has worked on multiple complex global implementations building sophisticated integration to external financial systems.

The business offers solutions for migration, disaster recovery/backup, configuration management, implementation, administration, business intelligence, and report development.

A US-based corporation headquartered in Redmond, Washington, FluentPro employs a team of more than 60 to ensure it delivers innovative, high-quality solutions that generate the best results.



Helps PWA administrators and consultants with migration and configuration management activities in Microsoft Project Online and Project Server.



Ensures continuous automated backup and restore for leading cloud-based project management systems, including Microsoft Project for the Web, Monday.com, Office 365 Planner, Asana, Smartsheet, Trello, etc.



Provides tools to backup/restore/archive data, manage Microsoft Project Online configuration lifecycle, and implement governance policies.



Provides an automatic migration between project management systems like Project Online, Monday.com, Trello, Asana, Office 365 Planner and Project for the Web, and Smartsheet.



Integrates Microsoft Project Online and third-party agile platforms, such as JIRA Software, Azure DevOps, Microsoft Office 365 Planner, and ServiceNow.



Provides organizations with the advanced business intelligence, analytics, executive reporting, trend analysis, and data visualization they need to make data-driven decisions.

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