

CUSTOMER INTERVIEW Voestalpine Stahl GmbH

Customer: Voestalpine Stahl GmbH
Project Name: Investment projects for the area pig iron (B1T)
Industry: Iron steel industry
Project Type: Single-PM / Multi-PM – from project idea to commercial realization
Interview Partner: Dipl. Ing. Alfred Ferstl



Base of Operations

Mr Dipl. Ing. Ferstl, how would you describe the project landscape of voestalpine Stahl division Pig Iron in short?

We mainly have investment projects, it is all about replacement or new investments with volumes from 100 k€ till 250 m€.

How and with which tools did you manage the projects before?

We used standard software: Microsoft Office and Projects for time scheduling.

Why pm-smart? Aims for the Future

Why did you decide on an integrated pm-software like pm-smart?

The main reason was the securing of a standardized process in the sense of a “Best practice” in the project management according to our project management guidelines.

Which aims did you pursue with the implementation of pm-smart?

Essential aims were:

- Efficient multi project management
- Standardization
- Transparency
- Continuous project tracking in real time
- Resource planning

Handling of Implementation

How was the implementation of pm-smart?

We began with a screening of our PM process. The outcome of this was the project “HIVE” with the task to create a target process under consideration of our guidelines and measures of modern project management. The involvement of all employees brought the necessary preparation for an appropriate IT-tool. Only then we started with the selection process of the software. After that, we started off with a testing phase, which had lasted several months, by means of the previously chosen projects with different dimensions.

Which experiences did you make during the testing phase?

In the first instance it was necessary to test the offered, not tailor-made scope of the software in functionality and suitability and then determine the needed demand for adaption.

Have there been specific requirements from your PM processes and how have they been considered or adapted in pm-smart?

One of the requirements was the creation of an interface to the existing SAP system, because only in this way the functions of an efficient project controlling can be used. A team of our IT

experts and EVOLOSO were able to relate to the necessary changes quickly.

How has the acceptance of your employees developed in course of the implementation of pm-smart?

Thanks to the previous „engagement“ with our PM process in course of the project “HIVE“ our employees were well prepared. Usability and a “all-in-one“ software solution brought high acceptance from the very beginning.

If you had to do the whole implementation process again, what would you do different?

Nothing!

1. Engaging with the existing processes
2. Designing a target process,
3. Software as support for realization.

How satisfied are you with pm-smart? In which areas do you see room for improvement?

We are very satisfied. Of course, there is always room for improvement. But because in the first “Customizing“ a lot of things were adjusted, the need for optimization will be kept with a limit.

Which experiences did you make with services and support of EVOLOSO? Where does EVOLOSO have to improve in your opinion?

EVOLOSO always maintains full focus!

Future

Have there been new impulses for actions for the management after the implementation of pm-smart?

Yes – the findings, that an integrated software solution, that masters the requirements of single and multi-project management, is indispensable for controlling and realizing our projects.

Did the sensitivity of the management and employees regarding project management change in the last year?

Yes, indeed. Through the variety of large-scale projects in the course of the whole investment program, the necessarily for the usage of a

professional project management has arisen. That does not mean, that we did not do well before, but improvements and further developments are always possible. Hence, we hold the training and education of our employees dear. Therefore, we brought a complete education program with focus on project management in the being.

Which plans do you have for the future regarding the optimization of project management?

1. Training and education of the project staff
2. Continuous evaluation of our PM processes
3. Consistent and complete realization of our projects in pm-smart.

How do you feel about future collaboration between voestalpine Stahl and EVOLOSO?

As cooperative as before.

Mr. Dipl.-Ing. Alfred Ferstl, thank you for the interview.

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