

Nuffield Health transforms project management to make the nation fitter and healthier with **Microsoft's** help



"Thanks to Project Online – we know exactly what we're doing, we know exactly where we are with the world, and we can say hand on heart that we're doing the right things, at the right time, in the right way."

Amanda Brooke, Interim Transformation Director, Nuffield Health

Industry
Health

Location
London

Challenge
To centralise and standardise project management through technological transformation

Solution
Microsoft Project Online

Products & Services
Project Online, SharePoint, Microsoft Teams, Planner, Flow, Office 365

Results
A robust framework for advanced portfolio management and business decision making



To further its vision for a healthier nation, Nuffield Health saw an opportunity to drive improved efficiency and success across the business by centralising its project management function and investing in Microsoft Project Online as a catalyst for change.

A visionary approach to health and wellbeing

Throughout its 60-year heritage, Nuffield Health has been working to make the nation fitter, healthier, happier and stronger. As an organisation with no shareholders, Nuffield Health invests all income back into its vision, delivering a range of services via 31 award-winning hospitals, 112 fitness and wellbeing clubs, healthcare clinics, and over 200 workplace wellbeing services, as well as flagship community programmes.

The legacy challenge

At any time, Nuffield Health has a vast portfolio of up to 200 projects, ranging from on-site gym improvements and GDPR implementation, to huge multi-year transformation projects. As such, the relatively lean project management team often faced challenges around planning, reporting and ensuring schedules were met. A siloed approach to project management and inconsistency in tools used meant Nuffield Health was unable to standardise project scheduling, reporting and governance, hampering visibility and advanced decision making.

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Key benefit

Improved Visibility

With a single view across the project portfolio, Nuffield Health is making decisions based on intelligence and insight. A more agile, proactive and collaborative way of working is improving project delivery speed, risk management, cost efficiency and governance.

"I can now easily look at any level of project and portfolio detail in a few clicks. That level of data manipulation is just what I need to see issues quickly or spot insights and trends which impact our effectiveness."

"Linking SharePoint, into Teams and Project Online ensures we have one central toolset to deliver the right quality of information and automate processes before we kick-off a new project."

From reactive to proactive

Nuffield Health selected Microsoft Project Online as the most appropriate project & portfolio management (PPM) tool for its needs. Cloud-based, it enabled Nuffield Health to get started quickly with powerful project management capabilities to plan, prioritise, and manage its project portfolio.

"We're already using Office 365, so Project Online was the obvious choice", says Amanda Brooke, Interim Transformation Director at Nuffield Health. "We wanted our project managers to be able to be on site and still have access to everything anywhere from any device."

Microsoft Project Online delivers Nuffield Health with a robust framework for advanced portfolio management and integrating Microsoft Sharepoint has delivered an all-important single view over project tracking, documents and activity logging. Furthermore, bespoke reporting views enable senior management to extract project data and flag potential risks, manage financials with improved accuracy and drive advanced decision making.

"We've been on an exciting journey, and now thanks to Project Online we're in control – we can say hand on heart that we're doing the right things, at the right time, in the right way."

Standardisation and centralisation delivering a multitude of benefits

Having a single view across the entire project portfolio with standardised reporting has meant that the business is making decisions based on intelligence and insight. This in turn has delivered a more agile, proactive and collaborative way of working, improving project delivery speed, risk management, cost efficiency and governance, and accountability.

"We're doing things now that would have been inconceivable without standardising around a single tool set. It's not only been a transformative technology change but also a complete behavioural change which is also driving down our risk profile."

Futureproof technology

Nuffield Health's next step on its transformation journey is to incorporate its '2025 One Plan' into the Project Online technology stack for advanced demand and resource management with automated project approval. With a project demand process using Flow, Microsoft Teams and Planner with Project Online, project teams will no longer have to go through a lengthy and time-consuming project and finance approval process. Instead, it will be automated online from the initial request, through scoping and approval to go live. This will significantly enhance portfolio optimization, plus demand and resource planning.

"Collaborating on project requests via Teams and interfacing them into Project Online will significantly streamline and speed up our approval processes. We will have the right quality of information before we kick-off a new project and know that the right projects are prioritised."

"It's not only been a transformative technology change, but also a complete behavioural change for our business. We're no longer reactive, we are in control, we are collaborating across the business and we're looking to the future."

Business benefits

Single View

Total visibility over the entire project portfolio ensures projects stay on track and are managed with improved efficiency - no matter how many projects are on the go, how complex or high risk they are.

Detailed reporting

Bespoke project reporting views, activity logging, and project tracking have enabled advanced insight and intelligence-driven decision making whilst improving financial management.

Improved productivity

Centralisation drives a more agile, proactive and collaborative way of working with standardised processes, improving project delivery speed, and time & resource efficiency.

Improved Risk Management

Improved visibility over the high-risk portfolio and the ability to flag potential risks earlier has advanced the teams' ability to proactively reduce the overall portfolio risk profile.

Cost Efficiency

Centralisation and standardisation has improved cost efficiency and ensured that unbudgeted costs arising from unexpected instances are reduced across the portfolio.

Governance

With one view of the project portfolio, greater governance can be applied for improved accountability and senior-level decision making – doing the right things, in the right way, at the right time.

Futureproof demand and resource management

Transforming project delivery via streamlined and automated project approvals and project road mapping for advanced demand and resource management planning.