



CASE STUDY

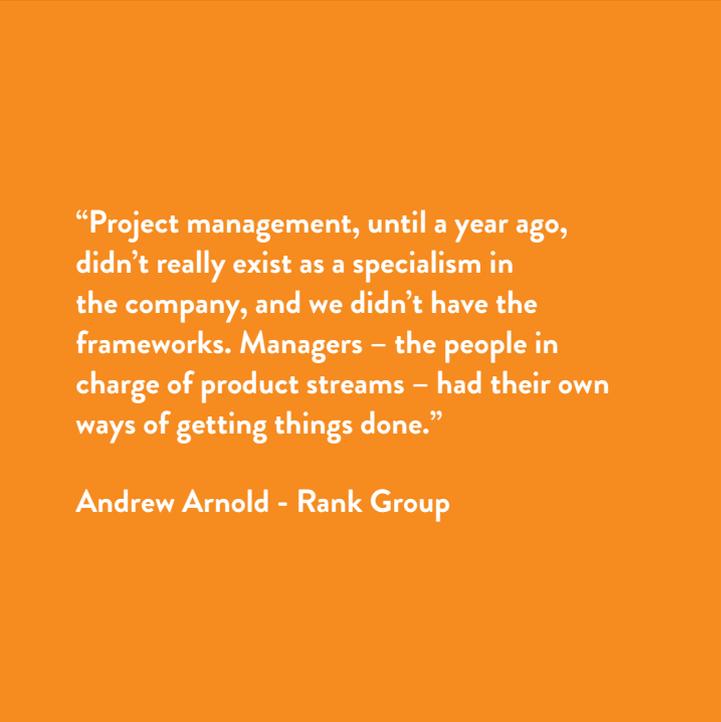


# RANK GROUP



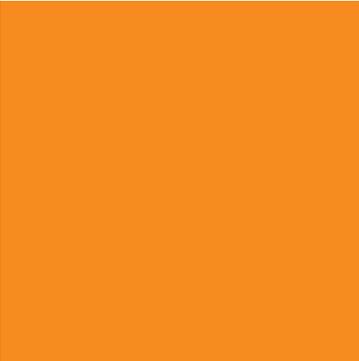
## **Entertainment giant works with PS+ to support new projects and compete in a challenging online market.**

Rank Group has been entertaining Britain for 75 years, from movie production and distribution to its current focus on bingo, casinos and online gaming. While it maintains a heritage estate of well-established retail premises, including Grosvenor Casinos and Mecca Bingo halls, Rank Group is embracing new challenges in the online world, and working hard to bring its values to the burgeoning digital space.



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Andrew Arnold - Rank Group



Supporting its aim of being the UK’s leading multi-channel gaming operator, is the company’s Project Management Office lead Andrew Arnold. With a new management team and corporate strategy in place the team faces a heavy project workload, and needs to be more agile and responsive than ever. As part of this, the PMO has left old adhoc, unconnected systems behind and adopted a new single project delivery platform, based on Microsoft’s cloud platform and PS+.

## THE CHALLENGES

The Rank Group is pushing hard to both widen its audience in its retail premises and develop its strong position in the world of online gaming. However, doing so requires innovation, speed and effective use of resources:

**“Online gaming is a big area that’s really taking off, and one where we’ve got lots of competitors”** says Andrew Arnold.

The competition moves fast, so Andrew sees his job as being **“to ensure that we can respond just as quickly. We have to move as fast as they can in online games.”**



One obstacle from the PMO’s perspective was that until recently, there was no unified approach or standard project management toolset.

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This ad-hoc approach might have worked on a case-by-case basis, but it was making more work for the team overall, preventing them from working as coherently and effectively as possible.

What’s more, projects would often lock-up when they were meant to go live, simply because the teams responsible for launching hadn’t had enough forewarning.

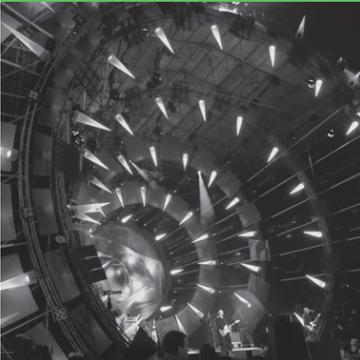


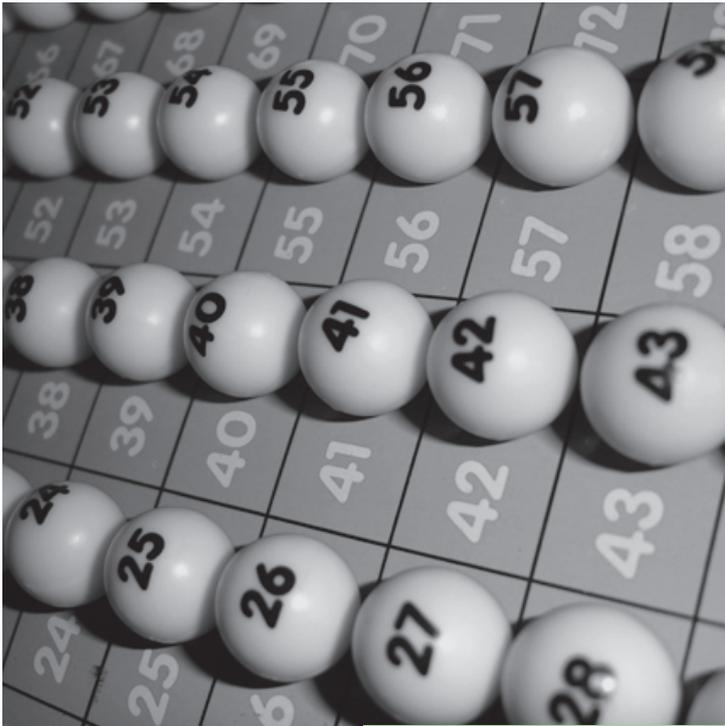


## THE SOLUTION

RANK decided it was time to change, bringing in CPS to deliver the end-to-end, integrated PPM solution, PS+ for Microsoft Project Online. PS+ simplifies the usability of Project Online whilst enhancing the functionality and providing support for recognised standards, such as Prince2® and PMI. The solution is focused on helping organisations prioritise their projects and deliver them on time, whilst providing full visibility to key stakeholders. PS+ also provides a framework for consistent processes that helps teams work more effectively together, resulting in efficient project delivery.

A key deliverable for the Rank Group is the ability to use the standardised PS+ highlight reports that help them communicate progress on all projects in flight.





Individual Project Managers create and manage their projects, highlighting important milestones, risks and issues directly on PS+. Reporting can now be seen as an outcome of managing a project on PS+ rather than a manual overhead, ensuring much more efficient reporting.

**“I can go in and look at it any time” says Andrew, “and I can get it out into the public domain so that everybody in the department can see what’s going on. All the key stakeholders can get a feel for where their projects are.”**



In the future, Andrew plans to continue working with CPS on deploying additional PS+ functionality, with the next step focused on improving resourcing so that the group can manage the demands placed on the workforce. Andrew has a clear roadmap of what additional value can be gained from rolling out other PS+ functions across the business.

Andrew has also been able to rely on support from CPS, when issues have arisen.

**“When we’ve had problems with day-today issues” he says, “the helpdesk is very responsive, and will go beyond the things we pay them a support contract for.”**



## NEXT STEPS



CPS recognises that PS+ facilitates business change, but changes to enterprise culture do not happen overnight. Your organisation's PPM success is reliant on technology, processes and people. Andrew is confident that – with the right support from CPS – the Rank Group can continue to innovate and build a stronger position in a highly competitive sector.

**TALK TO US TODAY!**

CPS, Regal House, 4 Station Road, Marlow, Buckinghamshire, SL7 1NZ  
t +44 (0)1628 895600 | e [hello@cps.co.uk](mailto:hello@cps.co.uk) | w [www.cps.co.uk](http://www.cps.co.uk)

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