



CASE STUDY: ESTABLISHING A SCALABLE PROJECT MANAGEMENT OFFICE FOR A PROFESSIONAL SERVICES FIRM

MAVENDOG HELPS ENHANCE CLIENT EXPERIENCE AND IMPROVE INTERNAL EFFICIENCY

CLIENT OVERVIEW: GROWING PAINS IMPACTING CUSTOMER ONBOARDING

A leading provider of human capital management (HCM) services offers end to end support for organizations worldwide. Their expertise spans critical HR functions, including payroll processing, benefits administration, talent acquisition, analytics, and tech consulting, helping their customers optimize operations and achieve strategic objectives. After a period of high growth, their customer onboarding experience had begun to suffer.

CHALLENGE: BUILDING A STRUCTURED PROJECT MANAGEMENT OFFICE (PMO)

This global human capital management firm saw a need to improve its customer onboarding and scale its project delivery through a new Project Management Office (PMO). The PMO would bridge sales and managed services departments, ensuring smooth customer onboarding and service execution. Recognizing their resource and skill gaps, the client turned to Mavendog for independent, skilled project leadership.

SOLUTION: A COMPREHENSIVE PMO FRAMEWORK

Mavendog assigned consultants [Liz Gist](#) and [Pam Souza](#) to partner with client leadership to design and implement a customer centric PMO. They:

- Defined the PMO's role as the central hub between sales and managed services,
- Created policies, SOPs, and templates for intake, execution, and delivery,
- Implemented SmartSheet as a unified intake tool, eliminating duplicate efforts, and
- Conducted stakeholder mapping and engaged key influencers through early, consistent communication.

These efforts empowered teams to provide feedback, enabling agile adjustments and dramatically improving cross functional collaboration.



OPERATIONAL
EFFICIENCY



CLIENT
CENTRIC



SCALABLE
SOLUTION

RESULTS & IMPACT

- **Operational Efficiency:** The PMO became the go to intake function for all new customers and their add on services, reducing redundancies and improving decision making.
- **Customer Experience:** Customers no longer duplicated information delivery, making onboarding faster and more personalized.
- **Change Management:** Early stakeholder engagement built trust, fostering buy in and adoption of the new processes.
- **Customized Tools:** Mavendog implemented a SmartSheet based toolkit, now the standard for open enrollment.
- **Scalability:** Mavendog built the PMO framework as an evergreen model, ready for future growth and continuous improvement.

“It cannot be stated enough how impressed we have all been with the level of professionalism and talent that both Pam and Liz continue to deliver. Thank you so much for the wonderful partnership with Mavendog!”

~ Client VP of Professional Services

SUMMARY

When this client's leaders realized their internal teams did not have the skill set, bandwidth, or organizational neutrality to tackle their growth challenges, they invested in Mavendog's independent consulting model and talent portfolio of specialized project leaders.

This engagement demonstrates how **Mavendog's model drives high impact, scalable business transformations**. Mavendog's engagement provided the client a successful, flexible solution that will help them stay efficient in their continued, long term growth. As their CEO said, the Mavendog PMO project was **“the best investment of the year.”**

Learn more about Mavendog's PMO and PPM leadership solution at mavendog.com/services.

Let us customize a project environment that brings structure, drives value, and fits your organization's needs.



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