



ServerLogic Customer Case Study



AMR – About My Resource Enterprise-level Resource Planning Tool

Overview

Country: United States
Industry: Testing Instruments

Customer Profile

Tektronix is a leading supplier of test instrumentation for engineers focused on electronic design, manufacturing, and advanced technology development. Headquartered in Beaverton, Oregon, Tektronix serves customers worldwide .

Business Situation

Tektronix's needed an enterprise-wide resource planning tool that would reconcile the needs of project managers with the capacities of department managers..

Solution

Tektronix engaged ServerLogic, a Microsoft Gold Partner, to help them design, develop and implement a web solution the enabled project managers to forecast their project demands across multiple projects and departments.

Benefits

- Visibility of trends previously unrecognized
- High performance, cost-effective
- Enhanced team communications
- More efficient usage of resources
- Improved project delivery metrics



The screenshot shows the AMR software interface with a table of resource planning data. The table has columns for months from May 08 to Jun 09 and rows for Demand, Supply Summary, Variance (in hours), and various programs like Beijing, ECO Next Gen, Hyde, Hyde 2, TSG Next Gen, and Whistler. The data is color-coded to show positive and negative variances.

	May08	Jun08	Jul08	Aug08	Sep08	Oct08	Nov08	Dec08	Jan09	Feb09	Mar09	Apr09	May09	Jun09
Demand	2257	3093	2452	2258	2898	2288	1844	1428	1036	938	1572	1848	1856	2880
Supply Summary	1723	1925	2033	2308	2701	2125	1678	1444	992	1013	1310	1676	1684	2139
Variance (in hours)	-534	-1168	-419	50	-197	-163	-166	16	-44	75	-262	-172	-172	-741
Program: Beijing	6	0	34	0	0	0	0	0	0	0	0	0	0	0
Program: ECO Next Gen	0	0	0	0	0	0	0	88	88	88	394	378	386	442
Program: Hyde	699	773	1185	1115	1444	1029	1123	422	109	89	0	0	0	0
Program: Hyde 2	0	0	0	0	0	0	48	778	790	782	1178	942	942	1178
Program: TSG Next Gen	0	0	0	0	0	0	0	0	0	0	0	528	528	1260
Program: Whistler	1018	1152	814	1143	1454	1259	673	140	33	0	0	0	0	0
Hidden Programs	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Tektronix divides team management resources into two groups: Department Managers and Project Managers. They needed an enterprise-wide resource planning tool that would reconcile the needs of project managers with the capacities of department managers.

AMR is an intranet based solution that enables project managers to forecast their project demands. Department managers can then look at the demand against their department and select team resources to meet the need, or notify the project manager that they are out of capacity.

Technical Platform

AMR's technical platform consists of several Microsoft technologies:

- **C# and Asp.Net** – AMR is an intranet-based application using C# and Asp.Net as the display technology. By leveraging the .Net Framework, customizations to AMR can be made quickly.
- **SQL Server** – All of the working data for AMR is stored and manipulated in a SQL Server database. All data access goes through secured stored procedures.
- **SQL Server – Analysis Services** – In addition to a SQL Server back-end, AMR also utilizes Microsoft's OLAP technology for trending and making predictions about resource needs and utilization. Using Analysis Services, management decisions can be made based on facts rather than speculation.
- **Microsoft Project Server** – Many project managers prefer to store their project plans in Project Server. AMR has an optional integration point with Microsoft Project Server to enable resource balancing and synchronization between AMR projects, and Project Server projects.
- **Microsoft Office Automation** – In addition to a web-based interface, AMR provides export capability to Excel. This can be especially useful for preparing presentations or performing ad-hoc analysis.

Features

AMR was designed to provide a variety of features that balance purpose with usability. These features include:

- **Single Sign-on** – AMR integrates with your existing network security to enable users to access AMR without needing to explicitly log in. AMR will automatically identify the user's role membership and display their information accordingly.
- **Shared Access** – AMR users can identify which other users should have access to their information. When configuring a proxy, the user can specify whether the shared view will be read-only or not.
- **Time Sheets** – Individual users may log time against any projects they worked on. Only projects assigned by their department manager will show automatically. However, if a resource works on many ad-hoc requests, they can be configured to select additional projects as needed.
- **Utilization Reporting** – Within AMR, a department manager can set the total capacity for their department by accounting period. As resources are assigned, the available capacity is decreased.
- **Working with Percentages or Hours** – AMR allows program managers and department managers to work with resources in hours or percentages. If a program manager knows they need 3.5 people for a project, they can request 3.5 resources, instead of calculating the hours.
- **Milestone Planning** – Program Managers can quickly identify project milestones. These milestones are color coded within the AMR interface.
- **Notifications** – Program and Department Managers can be set up to receive notifications when changes are made that impact their projects or departments.

Benefits

The primary benefit of AMR is an open communication between the supply and demand sides of an organization.

- **Increased Visibility** – Department Managers can quickly and easily identify resource conflicts and communicate problems to impacted Program Managers. Program Managers are notified whenever a change impacting their project is made. This visibility encourages communication.
- **Change Tracking** – When changes are made, a complete history of the change (and who made it) is kept. This ensures that decisions are made as a team.
- **Problem Solving** – Rollup views provide a big-picture overview across the Program Manager and Department Manager domains. These rollup views enable managers to make prioritization decisions with all of the facts.

Want More Info?

For more information about ServerLogic and Microsoft Business Solutions, call **503-416-8334** or visit www.serverlogic.com

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