AtTask

Schneider Electric
Industry: Energy/Utilities
Company Size: 123,000
www.schneider-electric.com
West Kingston, RI

48-HOURS

REQUEST DELAYS FROM US TO EUR

Prior to AtTask, requests delayed
en route from U.S. to Europe.

CASE STORY

Schneider Electric Finds "One Source of Truth" in AtTask® Enterprise Work Management

Since 2009, Bill Maxwell, Director of Communication Systems at Schneider Electric, has used AtTask to build accountability and efficiency within his department. Today, his department is known for its rapid turnaround times and speedy, reliable reporting.

Pre - 2009
Under-equipped for Growth

The Communications Development department, part of Schneider's Global Marketing business, uses a homegrown Lotus Notes database system and Excel spreadsheets to manage their projects and tasks. Unfortunately, these tools are woefully under-equipped to keep up with the growing needs of Bill's international team, which is spread out over Europe, Asia, and the U.S. Requests from the U.S. take 48 hours to replicate to Schneider databases in Europe.

> "We weren't set up for growth. We weren't able to do portfolio management and predecessor relationships. You could add tasks to a project, but you couldn't do resource planning for them."

> **– Kimberly Johnson, Workflow Platform Manager**

January 2009
Choosing AtTask

As Bill and Kimberly begin to investigate different vendors, they know they don't want to be required to wait for additional development resources. They also need data to be available and fast. During this time, Bill finds AtTask enterprise work management software. Encouraged by the collaboration, enthusiasm, and understanding of Schneider's requirements from AtTask, Bill and Kimberly sign on.

> "AtTask seemed to be continuously upgrading and evolving in terms of their software. We saw a lot of possibilities for collaboration and a lot of understanding about what our requirements were."

> **– Bill Maxwell**

February 2009 - December 2012
One Source of Truth

From streamlined processes to capacity planning to faster reporting, AtTask begins giving the Communications Development department the tools they need to work better. Consolidating and systemizing their processes allows Bill's team to get their workflow moving faster. Accurate, real-time data lets Bill and Kimberly showcase their work with their peers and better manage resources, increasing their average speed to market dramatically.

> *"We have one source of truth for all of the data related to our projects. We're able to get reports really quickly, tell a story, and, more often than not, bring clarity to the organization and build trust with our peers."*
>
> **– Bill Maxwell**

January 2012 - Present
Taking Notice

With 250 AtTask users on his team, Bill has bigger plans for AtTask, such as using the tool to better collaborate with other groups within Marketing and to manage the output and quality of work from vendors. Taking notice of the tool's benefits, three other Schneider departments come on board, using AtTask to coordinate efforts between 500-plus users in China, Australia, Italy, Brazil, France, and many other countries.

> *"Once they're able to see what we can do, it gets them thinking about how they could be more efficient in how they manage their projects, how they manage their resources, and how they can be accountable to the organization."*
>
> **– Bill Maxwell**