



# The Program Manager Use Case: From Manual to Automated Processes

Simplifying the project  
management process  
while reducing costs and  
increasing efficiency

Indellient

## Company Profile

Craig is a Program Manager at a Fortune 25 company that provides communications to his clients on a regular basis. As his client base grows, he is rewarded with the success that this entails. Unfortunately, a growth in his client base hasn't been reflected in the growth of his team. The company is looking to streamline the reporting and manual routing of his workload.

## The Challenge

The company is finding new challenges in meeting the existing deadlines with more work. Craig is responsible for his team and needs to ensure continued success as their workload increases. Craig is also required to report at daily status meetings with his manager to ensure they are on the right track. Believe it or not – Craig manually updates 3 large Excel spreadsheets constantly, so he has “reliable” data. His main challenges are:

### 1 Manual Workloads

Day to day processes used manual tactics of spreadsheets, email follow ups and more.

### 2 Uploading Files

Craig and his team face difficulties uploading, organizing and managing files.

### 3 Human Error

As Craig's communication documents change and grow in number over time, the margin for human error increases.

### 4 Manual Spreadsheets

Craig is spending too much time updating spreadsheets as a way to provide updates to his managers.

## The Solution

Blue Relay was exactly the solution needed to deliver transparency, accuracy and a more organized workflow process for Craig and his team.

Within 3 months of deployment, the Fortune 25 company was able to:

- ✓ Pass along the necessary information through automation, so roles are always clearly defined
- ✓ Automatically upload the files, convert titles from data-filled jargon to readable names and organize them into a meaningful hierarchical structure
- ✓ Automatically compare the current version of each document with its previous version
- ✓ Easily create 2 new reports that replaced manual spreadsheets

# How Does Blue Relay Do It?

## 1 Task Management

Know what you have to do and when

- Easy scheduling
- Notifications/alerts
- Deadline management

## 2 Process Management

Ensure it's done right the first time

- Customizable, automated workflows
- Collaborative space for easier review & approval
- Quick assign/reassign/load balance capabilities
- Checklists for compliance

## 3 Tracking and Reporting

Get the info you need when you need it

- Version tracking
- Document compares
- Real-time auditing & reporting for day-to-day needs
- Resource management (personnel, cost)

## 4 Business Insight

Know what's happening and what to do next

- Visualizations/ dashboards
- Data & analytics to measure performance over time
- Operational insight

## Results

Craig's efforts continue to reap rewards. He has already expanded his role to manage a second program group while also enabling 2 other Program Managers to use the system, so they can achieve the same benefits.

Not only do the new reports contain real-time data, the report is scheduled to be automatically sent to him 5 minutes before his status meeting so that he doesn't have to even think about it anymore.

His next step is to push his other vendors to provide some interoperability features so that he can directly send content from Blue Relay into other systems (something that Blue Relay is able to do out of the box!).

## About Blue Relay

Blue Relay provides health plans and Pharmacy Benefit Managers with the confidence needed to ensure that every piece of member material has been properly reviewed, approved and produced on-time, with full accuracy and the ability to prove it. Built on business rules - regardless of complexity - the Blue Relay platform tracks all activities, effectively handles change management between systems & vendors, provides pre and live production proofing while providing you a full audit trail.

## About Indellient

Indellient, the creator of Blue Relay and a Top Canadian ICT and PROFIT500 company, empowers businesses to meet and exceed their critical business and technology objectives. We provide custom software development and IT professional services within today's fastest-growing areas of Data & Analytics, DevOps and Business Process Management (Blue Relay). Using cutting edge technology and industry best practices, we provide efficient solutions to complex challenges and drive our client's business forward.

We provide real, tangible value to our clients that deliver dramatic results.

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