

Project Management as a Service

How Organizations Can Thrive in Challenging Times

During the pandemic, many organizations deployed virtual project management tools and strategies to keep their organizations moving ahead. According to our 2021 research study, [How We Thrived: Virtual Project Management Practices During the Pandemic and Beyond](#), these virtual strategies not only helped organizations to maintain steady progress, but actually resulted in improved organizational performance, compared to previous years. One of the key strategies noted in the study was Project Management as a Service (PMaaS). PMaaS moved to the forefront for many organizations during the pandemic, allowing companies to tap into skilled resources and expert services on a remote basis. Best practices in PMaaS that helped organizations of all sizes reach their goals during the pandemic included engaging a third party to:

- » Handle project planning, budgeting, and implementation
- » Handle project administration, documentation, and scheduling
- » Support their teams with remote project management
- » Handle stakeholder communications
- » Manage a PMO

High-performing organizations in the study (the top quartile in terms of organizational performance measures) realized much more value than the rest of the study organizations in using PMaaS practices. Compared to low performing organizations (the bottom quartile), they also realized much more value through additional practices, including:

- » Engaging a third party to handle project governance, optimization, and review
- » Engaging in PMaaS as a one-time partnership (for a single project or program)
- » Developing PMaaS contracts with third parties using clearly defined KPIs

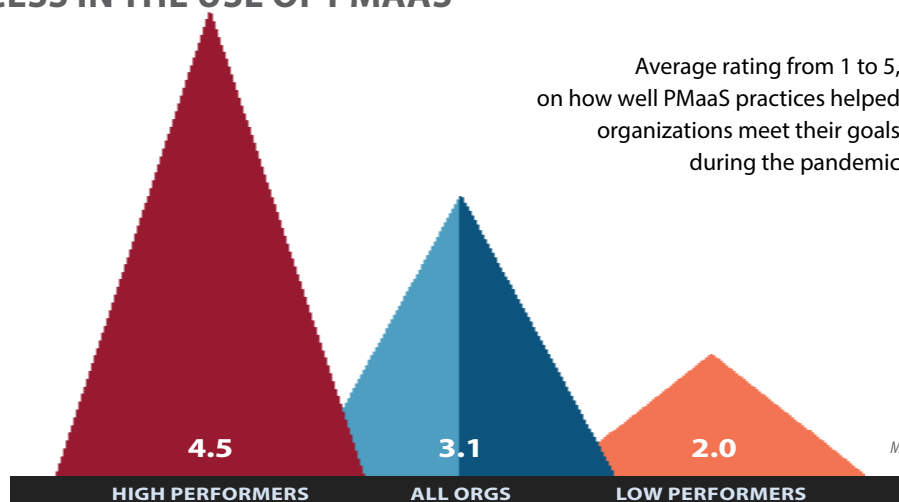
Many companies found that the ability to tap into the best talent, no matter their location, plus the savings on travel costs, has made continuing with PMaaS—and expanding it to new areas of the organization—a value-adding strategy. For more details on how PMaaS works, [visit here](#).

PMaaS DEFINED

When the hiring, training, and management of program and project staff is outsourced to a specialized provider of services, project management becomes a Managed Service. This involves:

- » Assessment of the organization's needs and maturity /readiness
- » Structured plan congruent with the organization's culture
- » Integration with existing systems and resources
- » Rapid onboarding of experienced personnel
- » Professional oversight / management for optimum project and program results
- » Opportunity to raise proficiency levels of internal staff through mentoring

SUCCESS IN THE USE OF PMAAS



Source: *How We Thrived: Virtual Project Management Practices During the Pandemic and Beyond*, PM Solutions Research, 2021