



Rotterdam Public Works
Rotterdam, The Netherlands
www.gw.rotterdam.nl

Industry:

Public Sector

Annual Revenue:

US\$380,000

Employees:

2,000

Oracle Products & Services

Oracle Projects
Oracle Projects Costing
Oracle Project Billing
Oracle Project Management
Oracle Quoting
Oracle Project Resource
Management

“Thanks to Oracle Project Management, we are now in an even better position to organize our projects and integrate information about project prerequisites into them. The familiarity and intuitive operation of the software also enabled us to accelerate user adoption, which meant that we were up and running particularly quickly.” – Gerard Stam, Head of Application Management, Rotterdam Public Works

Rotterdam Public Works Boosts Staff Satisfaction with Integrated Project Management Solution

Rotterdam Public Works is part of Rotterdam Municipal Council and is responsible for construction work and management in the city. This organization includes three units: the engineers’ office for designing and implementing infrastructures and environments; the open space unit, which is responsible for maintaining roads, green spaces, play equipment, watercourses, and sewers; and the special services unit dealing with matters such as archaeological surveys and managing cemeteries and crematoria.

Challenges

- Replace the existing tailored project management solution with a user-friendly standard project management solution that fits the organization’s diversity of duties and responsibilities
- Integrate all work processes and relevant administration as part of the project management software
- Carry out a phased rollout across the units of the organization, on time, and within budget

Solution

- Expanded the separate project management modules using Oracle Projects to produce a totally integrated project management solution
- Motivated staff through various pilot projects involving subareas within the software application, accelerating user adoption
- Created an intuitive, user-friendly system that seamlessly integrates with the mode of operation of the different units
- Simplified the maintenance and management of the project management solution to a great extent using Oracle Project Management
- Offered options to support the entire range of project management activities, including producing quotations, planning, resource management, and project information management
- Boosted staff satisfaction by well over 50%, indicated by the drop in the number of service calls for IT support