

WorldTravel BTI

FAST FACTS

Company

WorldTravel BTI is a multi-billion dollar travel management company that redefines the role of the corporate travel agency by providing its clients with visionary technology, flexible and innovative solutions, and excellent customer service on local, national and global levels.

Industry

Travel/Hospitality

Geography

US

Challenges

- Accommodate high demands on the IT department
- Ensure IT investments are aligned with corporate goals
- Effectively track and communicate project progress

Solution

- Borland® Tempo™

Results

- Improved alignment with corporate goals
- Increased ability to successfully deliver projects on time
- Improved communication with internal customers

COMPANY

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CHALLENGES

WorldTravel BTI differentiates itself with its technical sophistication; and the company's management is highly attuned to the benefits that information technology can provide. As a result, the demands on their IT department are extraordinary. WorldTravel BTI's SVP decided that the IT department needed to ensure that IT investments aligned with corporate goals and committed deliverables were achievable with available resources. The department needed to develop a reliable program to track and communicate project progress.

SOLUTION

Borland Tempo was implemented at WorldTravel BTI with the help of Borland Consulting Services. Potential projects are evaluated using the Borland Tempo system. The WorldTravel BTI IT department is able to continually ensure that their portfolio of active projects is aligned with corporate goals using Borland Tempo's portfolio management features. Borland Tempo became a key mechanism for communicating with internal customers.

All IT work on projects and maintenance is tracked in Borland Tempo. Staff members enter their time with assigned tasks into Borland Tempo's on-line timesheet templates. Resource Analyses are automatically generated by the system to support tactical work assignments and strategic human resource planning. The system is also used for infrastructure resource allocations and acquisitions.

RESULTS

WorldTravel BTI's IT department has gained improved visible alignment with corporate goals while improving communication with internal customers. The IT department has gained a better understanding of the resource requirements associated with approved projects in the context of capacity, allowing them to dramatically improve confidence in their ability to successfully deliver against commitments.

Based upon their solid understanding of, and experience with Borland Tempo capabilities, WorldTravel BTI plans to expand their implementation of the solution to manage all of their projects across the enterprise, including new corporate travel client implementations.

Borland is the leading vendor of Open Application Lifecycle Management (ALM) solutions - open to customers' processes, tools and platforms - providing the flexibility to manage, measure and improve the software delivery process.