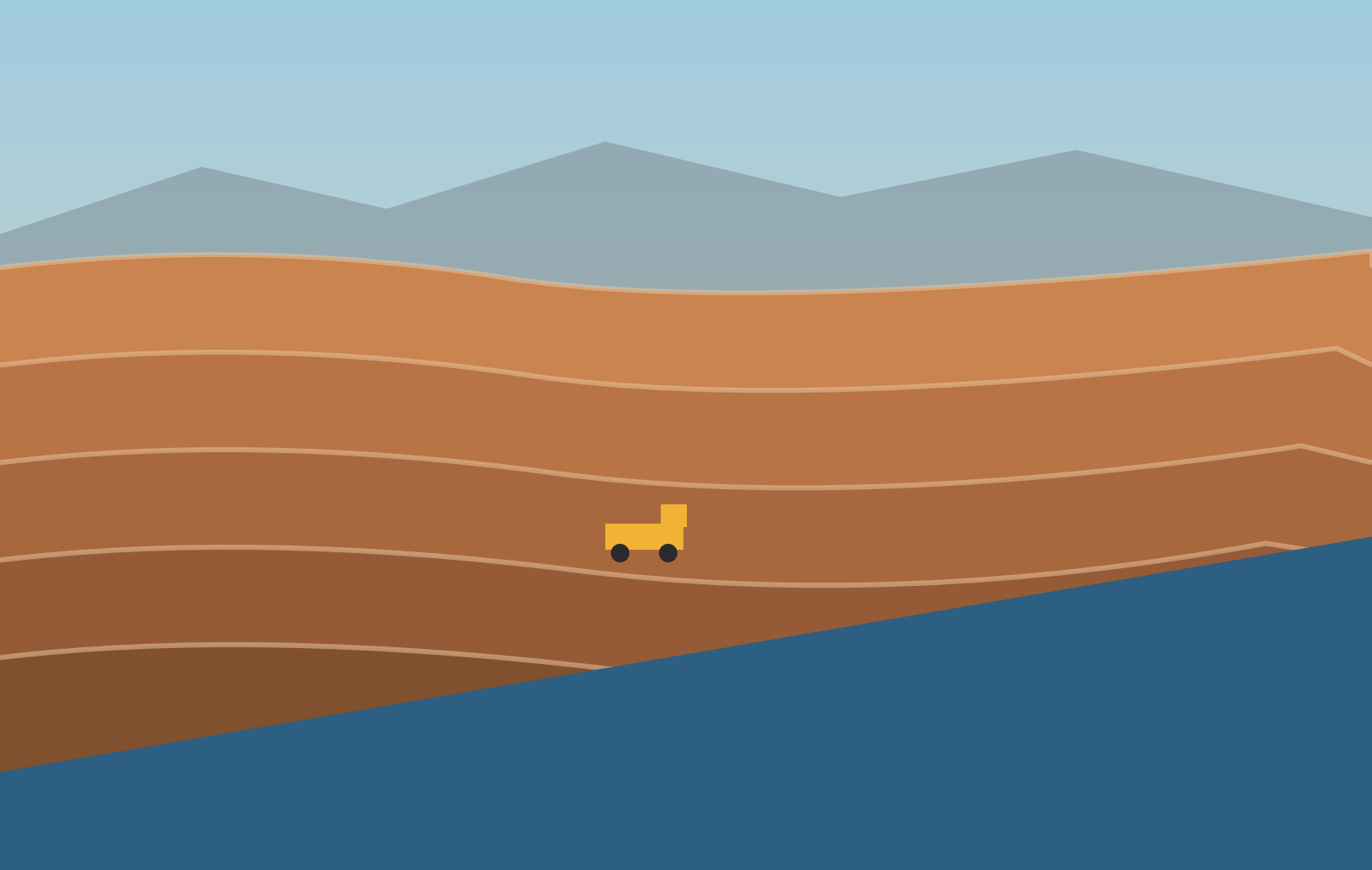




CASE STUDY

Scaling Project and Resource Management Without Creating an Administration Problem

 PPM Express

BACKGROUND

As the Australian mining company considered expanding PPM Express beyond a small group of project managers, scale became the next issue.

THE CHALLENGES

When membership and access have to be maintained manually across multiple systems, inconsistencies inevitably appear over time.

1

Manually creating users and granting access to every project.

2

Keeping Microsoft 365 Groups synchronized with the PPM system.

3

Configuring every new project separately.

The company faced a similar challenge with resource management.

Detailed task-level effort planning can theoretically provide very precise resource information. In practice, previous approaches requiring extensive effort tracking created too much administrative overhead.

For many parts of the organization, resource owners needed a much simpler answer:

How much of this person's capacity is already committed, how much is proposed for upcoming projects, and how much capacity actually remains?

A resource who on paper had 100% availability for projects might in reality have only 20%, with the rest consumed by operational work, maintenance, infrastructure activities, and other business-as-usual responsibilities.

THE SOLUTION

The company combined identity automation, project provisioning, and high-level resource planning.



VALUE DELIVERED

The company used Microsoft Entra ID synchronization to simplify user management and maintain consistent identity information.

PPM Express permissions were structured around portfolios, programs, projects, and user roles so access could inherit through the portfolio structure rather than being configured repeatedly for every individual project.

The organization also developed an automated provisioning approach connecting its existing Microsoft 365 environment with PPM Express.

A project creation workflow could create the appropriate Microsoft Teams workspace, Planner or Planner Premium plan, and PPM Express project, then connect those elements through APIs and integrations. This moved the company toward a repeatable project setup rather than asking every project manager to assemble the environment manually.

For resource management, the organization deliberately adopted a simpler model.

Instead of requiring detailed effort estimates everywhere, project managers could plan high-level allocations such as 20%, 30%, or 50% of an individual's capacity over a given period.

Non-project work and business-as-usual activities could also be represented, so resource owners saw realistic capacity rather than assuming every employee was fully available for projects.

RESULTS ACHIEVED

The company turned PPM Express from another application that needed to be administered into part of an integrated project delivery environment.

New projects could follow a consistent setup, access management became more systematic, and Microsoft 365 and PPM Express could operate as parts of the same project ecosystem.

Resource planning also became practical enough to use across the organization.

Rather than chasing perfect resource data that employees would struggle to maintain, the company gained a portfolio-level view of committed capacity, proposed demand, and operational workload.

Project and resource managers could make better allocation decisions without the administrative burden that had limited previous resource management approaches.

KEY OUTCOMES

Consistent project setup

New projects follow a repeatable setup

Systematic access

Access inherits through the portfolio structure

Realistic capacity

Committed capacity, proposed demand, and operational workload in one view

ABOUT PPM EXPRESS

PPM Express is a project portfolio management platform built for the Microsoft 365 ecosystem. It gives PMOs and portfolio leaders one governance layer across projects, portfolios, and resources, connecting the tools teams already use, including Microsoft Project, Planner, Azure DevOps, and Jira.

Organizations use PPM Express to prioritize the right work, plan capacity realistically, and report on portfolio health, with unlimited users at a flat annual price.



To learn more about PPM Express
visit our website

Learn more

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