

SunTrust's BA Center of Excellence Becomes Team Model



The Challenge

IT project delivery process changes were adversely affecting business analysts and project quality.

- Formed a process improvement team to resolve priority issues and identify role impacts
- Success lead to an officially chartered Business Analyst Center of Excellence

The Result

- Created a single advocate for the BA role, and collaboration point with other roles and divisions
- Implemented demand management model which was later leveraged by the Project Management Office
- Considered as model for other roles and cross-functional representation into the PMO

“Hans has put together some excellent Business Requirements and System Requirements documents. He also customized the SRS based on the needs of the project which can be very effective in documenting and communicating requirements.”

-- Kim Miklandric
GVP, Professional
Development Manager,
SunTrust Banks, Inc.

2009 - 2012



SunTrust Simplifies Project Delivery to Increase Throughput



The Challenge

Project teams often struggled through overlapping compliance checks and unclear project requirements.

- Created simple job aides for the minimum required project artifacts and activities
- Consolidated multiple compliance checks into single phase gate reviews

The Result

- Reduced 94 templates into 19 required artifacts with defined RACI, usage, reviews and timing
- Integrated work product RACI into SharePoint repository to pre-populate approvers and usage
- Increased teammate satisfaction rating of job aide value and usability to 85%

“I believe that Hans was the driving force behind our success. His knowledge of the development life cycle, work product deliverables, project governance, methodologies, tools made him uniquely qualified for this role. “

-- Carlos Ahrens
VP, Project Manager,
SunTrust Banks, Inc.

SunTrust Unifies Project Collaboration on New Platform



The Challenge

IT project files existed in multiple locations and made records retention policies hard to enforce.

- Developed a project site template in SharePoint with workflows, role dashboards and file metadata
- Created support site with full user guide, training videos, and user knowledgebase

The Result

- Streamlined 80% of compliance checks using approval workflows and file metadata
- Integrated records retention to allow automated project information archival and records compliance
- Dramatically improved project collaboration and decreased information management time

“When he joined the team, the workflow was pretty simple and did not afford the user many of the nice user interactions that it does today. He pushed for the development of these UI features and the workflow is certainly better for it today because of Hans.”

-- Chris Navo
Architect, SunTrust Banks

2010 - 2011



SunTrust Gives Teammates Support to Better Serve Customers



“Hans is a clear, concise, professional communicator. His presentation skills are excellent. He listens first and then tries to help in whatever manner he can.”

-- Name Withheld
SunTrust Banks, Inc.

The Challenge

SunTrust had multiple support systems for serving customers and managing operations.

- SunTrust Online Support (SOS) provided a single reference system for all banking operations support
- Changed support focus from complex procedures to a Just In Time teammate guidance model

The Result

- Allowed users to quickly find information, and drill down to the level of detail needed
- Trained content authors on writing for help systems, rather than writing operations manuals
- Developed comprehensive operations plan, staffing model, and publishing guidebook

2009 - 2010



Spiderwear's System Delivers Circuit City Uniform Business



The Challenge

Spiderwear needed a new system to serve 40,000 employees in 600 stores.

- Defined and implemented a web-based warehouse and order management system
- Allowed Circuit City to manage and approve uniform orders through PeopleSoft

The Result

- Order processing increased by 800% with no additional staff increases required
- Zero fulfillment errors or omissions in 2007
- Can support Spiderwear's other large client uniform programs with minimal startup time and cost

"Hans has consistently delivered solutions for us on deadline and under budget. He has a wonderful sense for what the client needs, and is always willing to go above and beyond if the project requires. I wouldn't hesitate to recommend Hans for your IT needs."

-- David Solomon,
COO, Spiderwear

2006 - 2007

Spider wear
Masters of the Uniform

SunTrust Fixes Gaps in IT Service Request Processes



The Challenge

SunTrust used eleven unconnected systems to capture and process IT service requests, orders, and repairs.

- Completed a comprehensive assessment of teammate needs, system functionality, and roadmaps
- Provided leadership team with an easy to implement solution report with supporting data

The Result

- Resulting actions significantly improved teammate satisfaction and prioritized high value changes
- Felt that management was listening to their concerns and resolving priority issues
- Prioritized needs from surveys, interviews, usage data, and HELIX sessions

“Our team, before Hans joined, needed someone that was capable of making sure that what we were developing aligned with corporate strategy. He has also successfully developed GAP analyses for products we have developed as well as products we were thinking about using.”

-- Name Withheld
SunTrust Banks, Inc.

2010



SunTrust Redesigns Online Banking to Lead Industry



The Challenge

SunTrust's consumer online banking was near platform end of life and difficult to navigate.

- Launched a comprehensive upgrade of all hardware, software, and functionality
- Redesigned Online Banking interface focused on key customer activities and needs

The Result

- Online Banking rose to first in customer experience in a Change Sciences Group study¹
- Created baseline business and system requirements
- Piloted RequisitePro, and provided feedback to improve tool functionality and use

1. Change Sciences Group: <http://www.prweb.com/releases/2009/10/prweb2992904.htm>

“Since arriving at SunTrust in June of this year as the Online planner, Hans has been very helpful and supportive of my efforts and learning. I am very fortunate to be able to have such a thorough and helpful teammate.”

-- Maureen Stankay
VP, eBusiness Integration
Manager, SunTrust Banks

2008 - 2009



Market Velocity Uses Trade-In Platform to Create New Future



The Challenge

Market Velocity was losing business to lower service online trade-in program companies.

- Developed a centralized, configurable web application to leverage functionality across clients
- Streamlined and standardized client promotions into easily sold and configured options

The Result

- Reduced development time for new sites by 80% and new promotions by 90%
- Decreased client start-up cost by 40%, while profit margin increased by 135%
- Contributed to desired company acquisition in 2007

“Hans is a rare star...one of those exceptionally gifted people who can perceive and interpret business requirements, articulate them into a well crafted and easily understood business plan, and effectively oversee the implementation of business systems.”

-- Don Otto, CTO,
Market Velocity, Inc.

2005 - 2006

MARKETVELOCITY™

Information Management Problem Leads to New Software Business



Life and Safety Consultants needed a better way to manage compliance programs for their companies.

The Challenge

- Built a proof of concept prototype, which was used to validate work flows and market need
- Defined business requirements, information architecture, and detailed functional specifications

The Result

- Created the first hosted comprehensive compliance management system in the market
- Workflow promoted best practices, while providing flexible use to fit diverse companies
- Allowed new client startup in 3 days without internal IT support or capital expense

“I know that we would not be where we are without Hans’s dedication, skill and hard work on this project... I really respect your business philosophy and principals as well as your dedication to your clients.”

--Jeff Spicher, VP Operations
Life and Safety Consultants

2006 - 2007



xpanxion Finds Key to Offshore Software Development



“Hans was a great consultant, handling clients professionally and accomplishing tasks in all kinds of situations. He was also instrumental in helping to define patterns of practice to make our delivery more consistent across engagements.”

-- David Arasmith,
VP Services and Software
xpanxion, LLC,

The Challenge

xpanxion provided dedicated offshore development teams, and wanted to increase the value of onsite resources.

- Helped develop a hybrid delivery framework (SDLC) that worked with diverse client methodologies and xpanxion’s CMM Level 4 processes in India
- Developed standard templates for analysts and project managers to increase document consistency

The Result

- Standardization helped xpanxion increase the team model to include billable onsite staff for all clients
- Software defects and delays decreased dramatically
- Client retention and satisfaction increased

2004- 2006



The Home Depot Saves Time and Trees Improving Safety Reporting



The Challenge

The Home Depot needed to improve safety reporting and incident tracking for their rapidly growing stores.

- 400 safety officers managed paperwork for 1,500 stores and over 300,000 employees
- Deployed a web-based management system certified on 6 browsers for stores in the U.S. and Canada

The Result

- Released on-time and on-budget despite extremely tight project constraints
- Described by a Home Depot QA manager as the most stable and defect free application in production
- Replaced about 80% of paperwork and faxes with electronically managed records

“Due to Hans' skill set and personality, he is constantly in demand for his insight and ability to offer possible solutions to difficult technical problems. He has never failed to provide sound and reasonable advice with sometimes limited information to go on.”

--Name withheld by request

2002 - 2003



Voicecom Rebrands Products to Reach New Markets



The Challenge

Voicecom developed a robust personal communications service, but customer adoption was slow.

- Helped create new products targeted for niche markets using the same technology platform
- Leveraged new products as co-branded services for the strategic partnership channel

The Result

- Launched Reseller partnerships with HQ Global Offices, Handtech, Tech TV, Success International Seminars, DeVry Technical Institutes
- Developed an affiliate marketing program with over 4,500 participating sites, 1 million ad displays, and 10,000 referral visitors.
- Reduced partner launch time from 3 weeks to 3 days

“Hans is knowledgeable and involved in several different functional areas. Somehow he manages to keep his work well prioritized despite being pulled in many directions.”

-- Jennifer Chilenski
Marketing, Voicecom

2000 - 2002



Additional Project Highlights



AT&T Interactive Products and Services

- Helped design an electronic performance support system which reduced call center training time from 30 days to 10 days

1996 - 1997



Banana Brothers Comedy Network

- Provided start-up business support and designed an online subscription management system for radio content syndication

2002



iComp (now Unicare Health)

- Developed business plan and functional requirements to revive a workers' compensation software company

2003 - 2004



"It is evident from the quality of his work that Hans takes a great deal of pride in his performance. This, coupled with his technical knowledge and marketing instincts, makes him a unique and indispensable asset to any organization."

-- Stella Ramirez
Director of Merchandising
Handtech

Additional Project Highlights



Global Link Logistics

- Prototyped an international freight forwarding tracking and alert system automating 40% of tasks

2003



Lipsey Mountain Spring Water

- Created a distribution and transportation cost model for the emergency delivery of bottled water, which led to the award of an exclusive FEMA contract

2003



ProActive Transportation Management

- Developed business plan, market analysis, and functional prototype for a drayage transportation management start-up

2004



“He listens, learns what the customer wants, gives his own thoughts which helps him develop a better understanding of the project and most importantly...He gets it done, on time and correctly.”

-- Joe Lipsey, III, CEO
Lipsey Mountain Spring
Water

Additional Project Highlights



S&K Ventures

- Rebranded S&K Ventures including new website and marketing slicks to better position the company for target markets

2006 - 2007



AtlantaVolleyball.net

- Sold AtlantaVolleyball.net, the most comprehensive volleyball information portal for the Southeast United States

1997 - 2011



A Home Healthcare Software Company

- Completed high level requirements and feasibility assessment for a medical records management software and device for home healthcare nurses

2004

"I have hired several web designers over the past 3 years but I felt I learned more in 2 hours with Hans. I feel he grasped my problems, assessed my needs, and helped me discover the exact site for my current needs."

-- Lynnette Ramsey
President
In Your Face Sports