



Streamlining Project Management

Cache Creek Casino Resort improved project visibility, efficient resource use, and customer satisfaction by overcoming manual processes and disparate tools.



The Customer

Cache Creek Casino Resort, located in Northern California's Capay Valley, is a premier casino-resort owned by the Yocha Dehe Wintun Nation. Since its inception as a bingo hall in 1985, it has evolved into a major destination with over 2,300 slot machines, more than 80 table games, luxurious hotel accommodations, diverse dining options, a spa, an event center, and a championship golf course.



The Challenge

Cache Creek Casino Resort faced difficulties with manual and disparate tools used for project monitoring, control, and reporting, leading to a lack of visibility into resource capacity for prioritized IT projects. Additionally, there was no effective method to capture actual time worked. The resort aimed to streamline project request entry, accurately capture time worked versus forecasted work, and centralize project status reporting.



The Solution

To address these challenges, Cache Creek Casino Resort implemented a centralized Project Intake Form, Demand and Project Management with customizable templates, Resource Management with detailed reports, a Time Sheet Portal for various work types, and Agile 2.0 for incident resolution. Mobile plugins for project status and timesheets were also integrated to streamline operations and improve efficiency.



Results

By implementing Strategic Portfolio Management's Demand, Project, Resource, and Time Management modules along with Agile Development 2.0, Cache Creek Casino Resort achieved significant improvements in project and resource visibility. The creation of detailed reports and dashboards met stakeholder needs, enhancing customer satisfaction. This strategic approach provided a valuable toolkit of sample reports and dashboards, aiming to consistently deliver exceptional service and achieve higher customer satisfaction.