



Cardinal Health Driving Decisions Through Valuable Insights

How Cardinal Health Centralized Project & Portfolio Management Data and Enabled Greater Efficiencies on the Microsoft Platform



INTRODUCTION

About Cardinal Health

Headquartered in Dublin, Ohio, Cardinal Health, Inc. (NYSE: CAH) is a distributor of pharmaceuticals, a global manufacturer and distributor of medical and laboratory products, and a provider of performance and data solutions for healthcare facilities. Cardinal Health is ranked 15th on the 2022 Fortune 500 list of America's largest companies.

CUSTOMER CHALLENGE

Disparate Data and Project Management Offices

As a result of a series of acquisitions, Cardinal Health consisted of multiple product development centers leading to data dispersion. Attempts at consolidating the data through a series of spreadsheets resulted in manual overhead and a lack of reporting and dashboarding. Leadership understood the potential value of reliable and timely data analytics but realized they needed a better way to manage their project data.

With the help of Innovative-e, Cardinal Health began utilizing Microsoft Project Online in 2018. Immediately, the solution provided critical insight into project and program health, cost, and scheduling. Rob Simas, Director of PMO New Product Development, recognizes the impacts, "every time we show folks the dashboarding, PowerBI, and PWA, they are in awe of the capabilities it brings and how it makes Cardinal Health more sophisticated. It has changed the way we are able to show and understand data." Building on that momentum, Innovative-e was able to bring two additional capabilities, edison365 DataStore and Teams4PM into the solution.

SOLUTION PART 1: EDISON365 DATASTORE

Creating a Central Data Foundation in the Cloud

Although the PowerBI reports from Project Online garnered valuable and actionable insight, they can only be refreshed at certain intervals throughout the day. Cardinal Health sought for a way to achieve more real-time reporting. Chris Buder, Director of Portfolio Lifecycle Management (PLM), recalls the drivers that led them to edison365 DataStore: “We had a couple of requirements which included the need for frequent updates, historical records, and better connectivity to reporting.”

With edison365’s DataStore, changes that occur in Project Online are automatically updated and readily available in the database for reporting within seconds. DataStore employs active listeners through the Project Online API to copy data into an Azure SQL Database. That data is then accessible to PowerBI or any other BI tool or application that can connect to SQL. Similarly, DataStore can provide historic project reporting of data changes over time, something Project Online does not offer out of the box. This provides leadership insights into how key project indicators have changed over time.

SOLUTION PART 2: TEAMS4PM

Unifying Project Management Across the Business

Microsoft Project Online facilitates project data attribute collection as one of its core capabilities. Data points like project categories, sponsors, departmental alignment, cost, and benefit information are often part of an enterprise configuration. That said, the ability to edit these project attributes across all projects in a grid-like interface is not something that Microsoft provides natively.

When this need arose at Cardinal Health, Innovative-e recommended they employ their Teams4PM App. Teams4PM provides a way to visualize all Project Online data in a grid format within Microsoft Teams and a means to edit that data in-line. Now, Cardinal Health can easily change project fields without needing to go into each project individually and make changes in Project Online. The bulk edit feature is part of a larger set of capabilities that Teams4PM brings to the table including Microsoft Teams channel and tab automation, governance, and reporting improvements. Essentially, Teams4PM allows Project Online customers to bring their PPM solution entirely into the collaborative Microsoft Teams experience, eliminating the need to context-switch.

SOLUTION OUTCOMES

The Benefits Cardinal Health Experienced

Together, Project Online, Power BI, edison365 DataStore and Teams4PM provide a cohesive solution for Project & Portfolio Management at Cardinal Health. Now, Cardinal Health can leverage improved executive visibility enabled by DataStore coupled with the operational efficiency and collaborative enhancements of Teams4PM.

CUSTOMER QUOTE

“Having an out of the box, simplified solution (edison365 DataStore) to transform into our world made it a lot more expandable. The overhead for developing the views and SQLs was minor compared to having the capability of frequent refreshes.”

-Chris Buder, Director of Portfolio Lifecycle Management (PLM)