

"Organizations that are highly effective at strategic portfolio management are twice as likely to achieve better business outcomes as those that aren't. "

Gartner, Inc. | G00749956

Project Management Office Assessment Case Study

A global sports apparel company needed to improve how it delivered projects—fast. With double-digit sales growth straining its systems and teams, execution needed to scale without losing control.

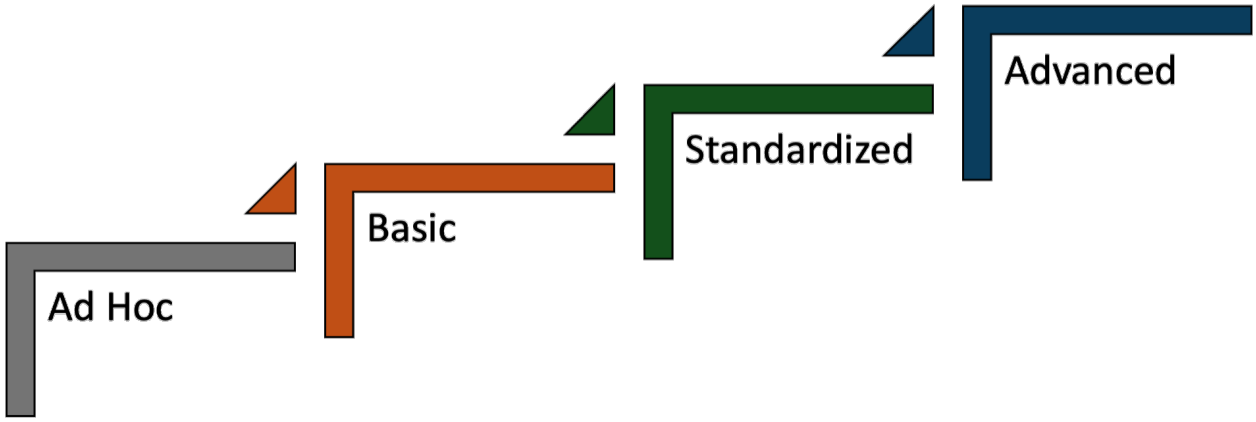
The Americas Regional Technology PMO was already in the thick of it—supporting fast-moving construction, retail, and IT infrastructure projects across North, Central, and South America.

But delivery was hit-or-miss. Outcomes depended too much on individual PMs, and leadership had no clear line of sight into what was working—or where things were off track.

The project list kept growing. So did the noise. The team needed a way to improve performance, cut through the chaos, and bring projects into better alignment with the business.



Project & Portfolio Management Office Maturity Levels



Their own initial self-assessment[1] placed the PMO at a Basic maturity level—with a few KPIs stuck in Ad Hoc. Given how critical the PMO had become to supporting growth, they brought in Metagyre to take a hard look:

what was working,
what wasn't,
and how to make needed change.

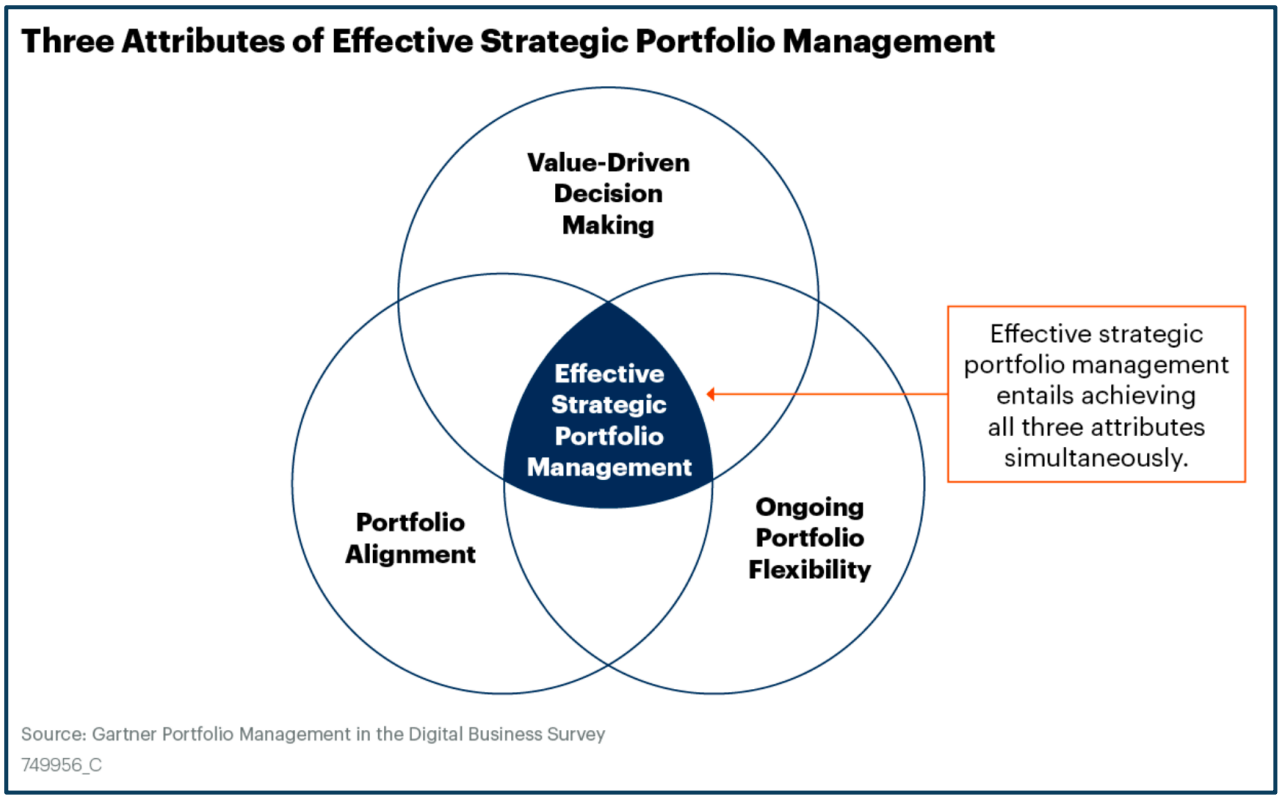
We found clear opportunities to improve execution:

- Real-time visibility across the portfolio.
- Reliable resource commitments.
- Standardized governance.
- Transparent data and reporting.
- Consistent delivery practices.
- Mentoring and coaching for PMs and stakeholders.
- Stronger change management throughout.

"Organizations with a higher PPM maturity level are six times more likely to see strong or unlimited scalability"

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[1] **Strategic Execution Assessment**



Working with senior leadership, we built a practical roadmap to raise PMO maturity—and solve the biggest delivery issues flagged by their business partners. Improvements focused on:

- Clearer prioritization and resource planning
- Real-time visibility, from intake through delivery
- Standardized governance at both the project and portfolio levels
- Consistent dashboards, templates, and job aids
- Targeted training on tools and methods
- A phased rollout starting in the Americas, with global expansion

The changes made a difference. The PMO could now deliver more consistently, with fewer surprises. Leaders had better visibility, project teams had clearer priorities, and the business could count on the work getting done.



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