



“I’m glad to have had this opportunity to work with Outperform and ProjectM.

They worked very closely with us, and I really appreciated their professionalism and their attitude.

I totally recommend them without any reservations”

Marcello Piraino,
Principal Engineer,
NHQC3S. NATO

ProjectM has been established for 16 years, developing software solutions and websites through best practice methods and frameworks to deliver technology to our clients who use us to enhance and market their organisations.

Improving the quality of commercial and procurement activities using P3M3®

The Background

NATO’s headquarters are in Brussels, Belgium, one of 28 member states across North America and Europe. Within NATO, various organisations and agencies serve the Alliance and its member states. One of these organisations, NATO Headquarters Consultation, Command and Control (C3) staff (NHQC3S) provides analysis, advice and recommendations to member nations and NATO bodies on a number of areas including IT systems and solutions to support Alliance Operations and Missions.

The Challenge

NHQC3S has a responsibility for the way funding is used for IT expenditure, and is keen to help reduce costs and speed up decision-making. To help improve the efficiency and quality of outcomes for IT procurement, a project was initiated, led by Principal Engineer Marcello Piraino, to ensure that relevant processes are fit for purpose.

The Requirements

Maturity models are essential tools in assessing organisations’ capabilities and helping them to implement improvements in a structured way. Marcello needed a model and framework to help the relevant bodies understand their current capabilities and improve the delivery of projects and programmes.

The Implementation

An international Bid Process produced a shortlist of 7 potential vendors, **Outperform** was selected to develop the P3M3 based solution for NATO. along with their long-term systems developer, **ProjectM**.

ProjectM took the remit, which stipulated a SharePoint based solution, and designed an application that met the detailed technical specifications agreed between all parties.

These included:

- **Data Capture:** An easy-to-use, interactive interface that guides NATO assessors through the process of capturing and storing assessment data in the SharePoint database;
- **Scoring, evaluation and Reporting:** The outcome of each assessment was made available so that data analysis could be carried out in-house.
- **Online Guides:** Built-in wiki-style guides were developed and provided all the information needed to help assessors undertake P3M3 assessments and evaluate performance. Another guide was designed to help administrators run the system and modify it in the future as requirements change.