



**EBOOK**

# Business Continuity in Industrial Manufacturing:

Leveraging Enterprise Work and Project Management to Streamline, Secure and Strengthen Operations for Optimized Order-to-Cash Value Streams and Increase Revenue Recognition



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*“Coming together is a beginning.*

*Keeping together is progress.*

*Working together is success.”*

**- Henry Ford**

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## Section 1:

# The New Business Reality for Industrial Manufacturers and The Importance of Business Continuity

Business continuity has been on the minds of business leaders in manufacturing organizations for decades. What if...something happens? How do we ensure our operations can continue? Would our data be secure? How do we keep our workforce safe and productive? Some organizations have had business continuity plans for years but did not see the need to implement them. Others just did not see the need for a plan.

## Business Continuity Through Modernized Project Management

Project management, and the requirements needed to manage projects, has evolved considerably over the last century. We have seen rapid developments in the solutions and technology, from the creation of the Gantt chart in the 1940s to the introduction of computer spreadsheet programs and highly scalable cloud-based SaaS solutions.

This constantly evolving technology paired with disruptive markets and growing customer demands has created a new way of working and new ways of thinking about projects. According to an [article by Forbes](#), manufacturers looking to stay competitive need to serve their customers in new ways; become more agile and flexible; and attract the right skills and talent. Manufacturing organizations have had to be nimble and shift with these changing climates while also preparing for unexpected business disruptions.



*Today, there is a new business reality and for manufacturing organizations managing large, complex projects, business continuity is a game changer.*



With the goal of increased revenue recognition, manufacturing organizations managing large-scale projects have realized they need to have a strong business continuity plan that streamlines, secures and strengthens their daily project management operations.

**A strong business continuity plan should:**



**Streamline**

Create a centralized single point of truth for information and communication. No matter where an individual is located, they need real-time updates and access to accurate information.



**Secure**

Eliminate cumbersome and unsecure onsite servers and VPNs and replace them with cloud networks. Cloud-based operations allow for the big data needed to make the most important decisions as well as offer AI to help identify and mitigate risks and support the ability to rapidly scale in a fast-moving environment. The right cloud platforms ensure data moves swiftly, diminishes lags in productivity and provides heightened security.



**Strengthen**

Increase visibility across the enterprise to give executives the advanced situational awareness and complete transparency they need for mission critical decision making.

**Mercer has found that:**

**51%**

*of businesses surveyed have no business continuity plan*

**31.1%**

*of organizations have a plan, but they have not yet implemented it*

**17.9%**

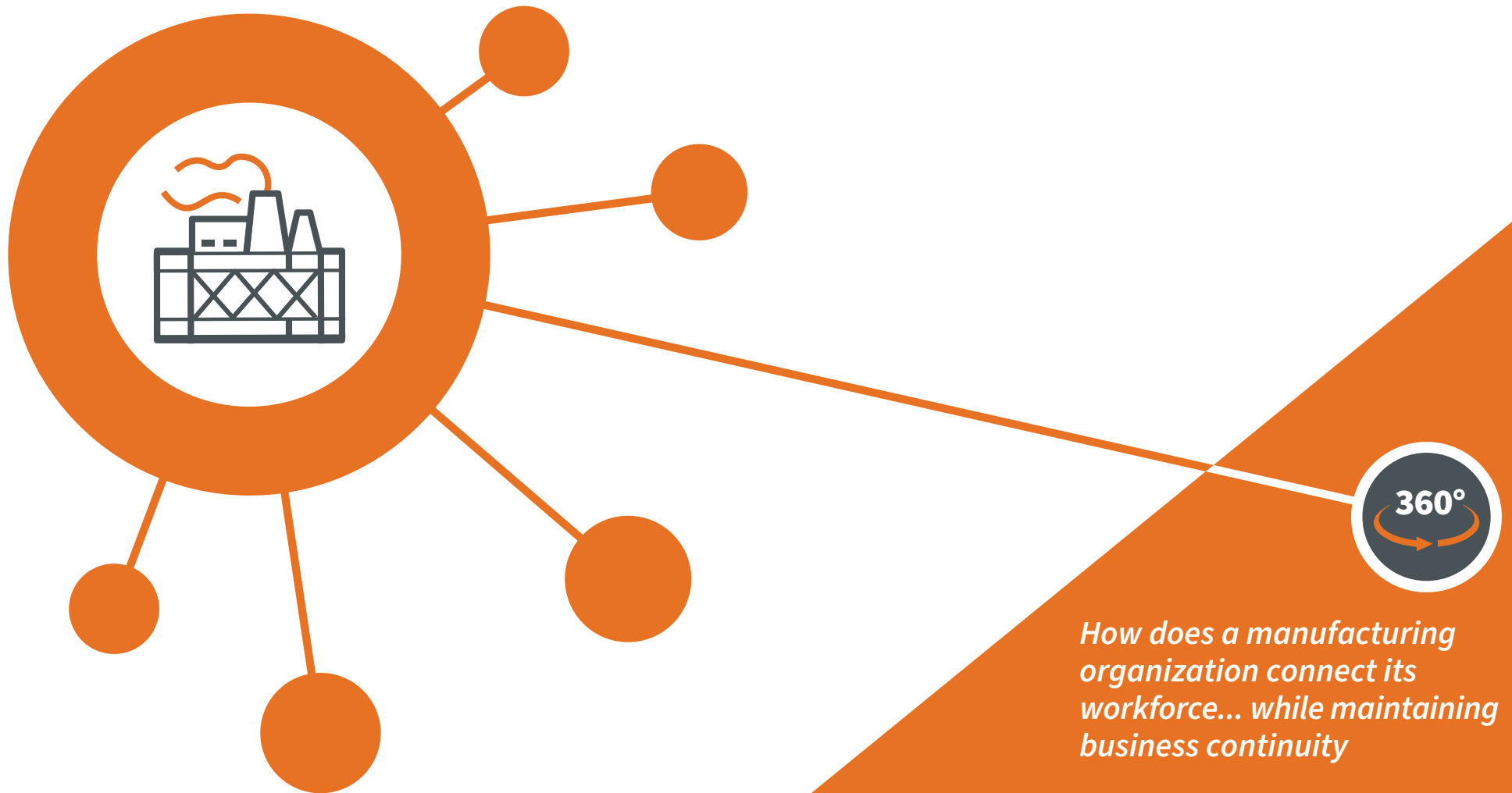
*of companies have already begun implementing their business continuity plans*



## Section 2:

# Key Drivers of Successful Business Continuity

How does an enterprise connect its workforce, its work and the ability to manage that work, while maintaining business continuity? It is actually easier than it sounds. When done correctly, virtual management and an activated remote workforce provide more productivity, stability and often profitability to projects and organizations.



To achieve true business continuity across large, complex projects, it is important manufacturing organizations have:

Business Continuity Necessities		→ Average	↗ Better	↘ Transformative
	<b>Collaborative Communication</b>	Conference calls	Online meetings	Virtual cloud-based collaboration
	<b>Information Sharing Capabilities</b>	Email, telephone calls, instant messages	Project software that has a chat and archive function	Work and project management solution with real-time, updated information and alerts that notifies relevant team members
	<b>Scalability</b>	A plan in place for changes in requirements	A tracking system for changes in requirements	A solution with the ability to use AI and advanced reporting for proactive changes in requirements
	<b>Access to Shared Data</b>	Spreadsheets with advanced data functions	Project management or reporting software that compiles some project data	Work and project management solution that provides real-time data stored in one central place and updates users as updates are entered
	<b>Easy to Use Technology</b>	Assigned users and admins understand the software after multiple trainings	Moderate training is needed to use the software	A highly visual, user friendly solution with an interface that requires little to no training
	<b>Visibility Across the Enterprise</b>	Insight into a team and its projects	Insight into departments and budgets	Insight into entire enterprise teams, projects and financials
	<b>Flexibility in Project Methodologies</b>	Each team has a defined style/method	Departments can interact within the same system	SaaS solution that interconnects different styles and methodologies
	<b>Risk Surveillance</b>	Plan for risk recovery	Risks are monitored and addressed as they happen	The ability to use AI and advanced reporting for proactive risk identification and mitigation



### Section 3:

## Empowering A Remote Workforce with Increased Situational Awareness

Individuals have needed the ability to work remotely for years. Travel, different company locations, off-site jobs or just needing to work outside of the traditional office are realities of the modern workplace. Users on the go can still get the work done and collaborate with the individuals and teams needed, without needing to wait for all parties to be in the same meeting room.

In enterprise project management, giving users increased situational awareness, or a 360-project view, of all projects throughout the organization can be transformative. It creates an environment that enables more strategic decision making and prioritization. This comprehensive view allows leaders to gain insights into resources to ensure they are not over or underutilized. It also enables team members to spot issues and risks before they become complications, providing tracking accountability at the root of these problems, in real-time.



# Enabling Collaboration and Communication with a 360-Project View

While increased situational awareness is key to achieving business continuity, collaboration is a cornerstone for productive and effective project management. With a 360-project view, colleagues, teams and vendors can collaborate, discuss, debate and make vital decisions in the moments they are needed most. To facilitate increased collaboration, a work and project management solution should recognize and address the common challenges of teams using different project and organizational management methodologies and bridge these different ways of working across the organization.

## Streamline Manufacturing Project Workflows for Accelerated Delivery with Increased Situational Awareness



### **360-Project View:**

*Industrial manufacturers gain real-time insight into projects, people, risks and priorities, across the organization from order to cash.*



Build to Order (BTO)



Assemble to Order (ATO)



Engineer to Order (ETO)



Make to Order (MTO)





## Salesforce finds that:

# 96%

*of workers cite a lack of collaboration as the source of workplace failures*

## And to validate that research, Clear Company also reports that:

# 97%

*of employees and executives believe lack of alignment within a team impacts the outcome of a task or project*

An incomplete project view between individuals and teams can lead to critical errors impacting project health and an increased risk of delay, compromised timelines and soaring budgets.

### A lack of communication, real-time data and visibility can cause:

- Incorrect conclusions or resolutions
- Disconnection from overall strategy
- Bottlenecked workflows
- Over assigned resources
- Inability to properly handle change
- Inconsistent processes

When people have access to a holistic, real-time view and long-term vision they can collaborate to make informed decisions that impact the next step in the cycle.

### They are able to get ahead of potential problems and:

- Make improved decisions based on accurate data
- Connect strategy, management and execution
- Transition workflows smoothly
- Assign resources properly
- Address change quickly and easily
- Achieve improved management and planning



## Section 4:

# Effective Transformation for Enhancing the Bottom Line

The bottom line of any business is its bottom line. The truth is, a work and project management system can actually affect a manufacturing organization's overall profit. Some systems can actually hurt the bottom line by not identifying risks, not updating information across all users and causing delays from inefficient workflows.

## Financial 360

To enhance financial viability, managers need full access to financials of projects across the board. Large-scale projects have razor-thin margins, and it is imperative for stakeholders to be able to examine, compare and contrast cost breakdowns, variations in gross margins and forecasted revenue at any time in the project.

For ideal business continuity, personalized dashboards become a critical component in helping users maintain and advance their projects, by containing the vital budget information they need to make decisions. Advanced individual reporting also supports users by giving them an in-depth dissection of their projects' financial health. Stakeholders can at any time, in any place, immediately ascertain the financial status of every one of their projects. In the situation of multiple projects that roll under one umbrella, they need to be able to holistically view all projects and their budgets at once.

**Experian Quality Data**  
*reports that inaccurate  
data has a direct impact  
on the bottom line of*

**88%**

*of companies, with the  
average company losing*

**12%**

*of its revenue.*



## Section 5:

# Transform Through Innovative, Proactive Project Management

Achieving true business continuity and transforming the way of doing business ultimately impacts the overall organization and how projects deliver.

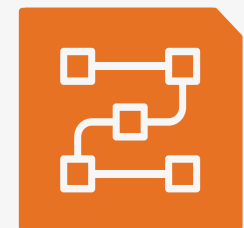
In order to achieve true business continuity, a work and project management solution must successfully:

- Identify and mitigate risks
- Update information in real-time
- Be a single source of truth for all data and users
- Foster collaboration and communication
- Accommodate sudden changes and allow for rapidly scaling
- Interconnect project methodologies and workflows across the enterprise
- Provide a simple, but comprehensive, 360 view of all projects

Bringing in the right cloud-based work and project management solution will allow users to go from reactive decision making to proactive management. From C-Suite to coordinators, everyone needs real-time insight into portfolios, projects, people, resources and active workloads to truly transform and be successful.



*Projects that are complex, large-scale and involve schedules with lengthy timelines need a solution that can transform the overall project experience and ensure accelerated project delivery, an optimized order-to-cash value stream and faster revenue recognition.*

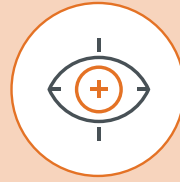


# Manufacturings Organizations Need:



## Flexibility

Translate and adapt different organizational methodologies to support teams, projects, and portfolios, no matter what kind of styles they use



## Visualization

Create an environment that enables the complete transparency needed to keep projects moving throughout their enterprise



## Collaboration

Gather internal team members and external vendors, contractors and stakeholders to brainstorm, preplan, plan, discuss and review projects



## Scalability

Respond to increasing demands, growing workloads and additional resources



## Effectiveness

Improve delivery outcomes and overall health of projects by reducing timelines, assessing risks and providing real-time visibility. Therefore, safeguarding on-time delivery and improving cash flow



## Reliability

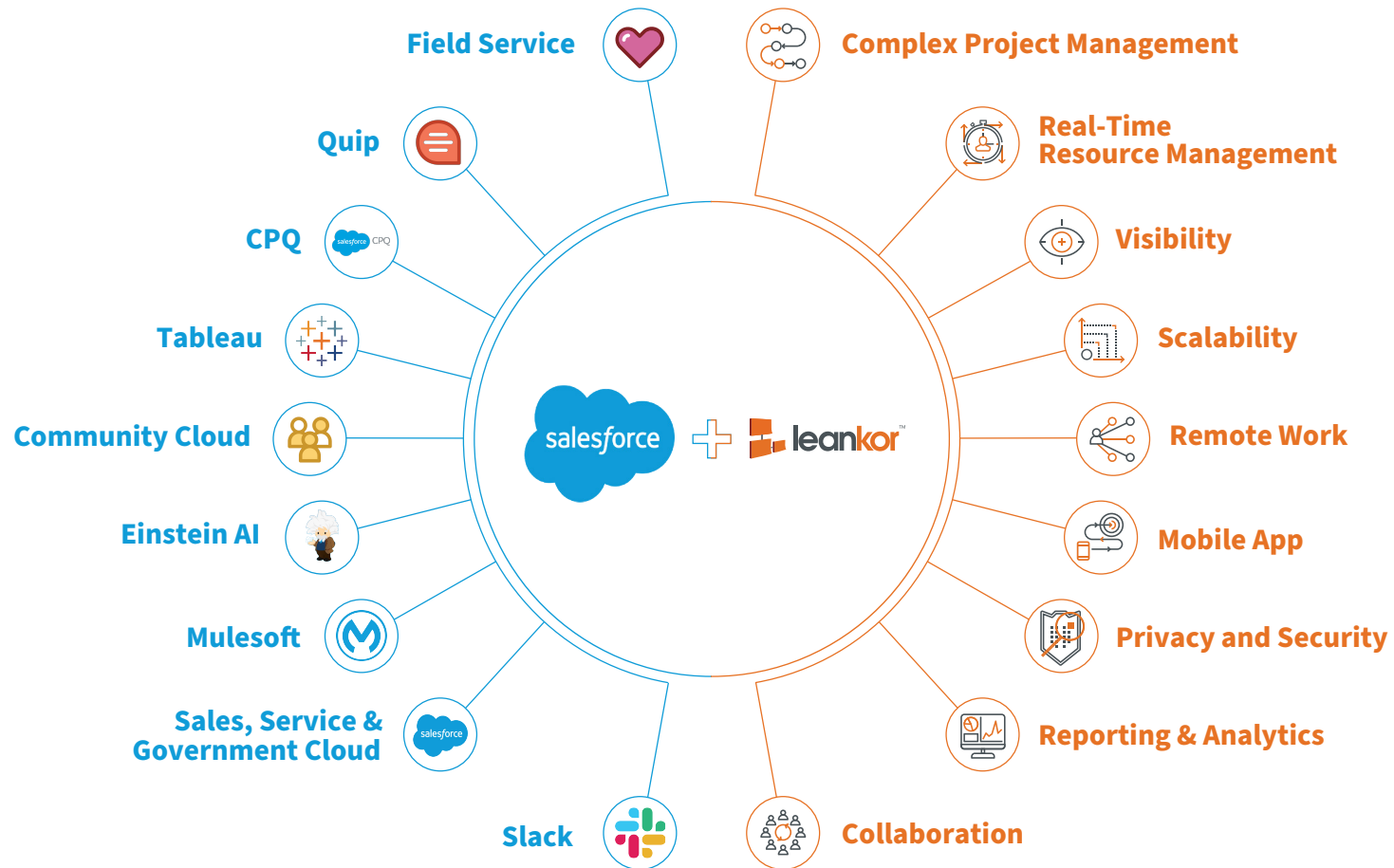
Empower teams with the accurate, current information, resource availability and data they need to make informed decisions



## Section 6:

# Identifying Solutions to Connect and Interconnect the Virtual Office

Selecting the right work and project management solution to achieve business continuity and improve bottom line results should be all about connecting and interconnecting teams across the organization. Not all solutions are created equal.



Salesforce is world renowned for its ability to change the way organizations do business. Salesforce, recognized as the platform as a service (PaaS) market leader, digitally interconnects everything a company needs for a complete 360 customer-centric view.



**Natively built on the highly trusted and secure Salesforce platform, Leankor is a SaaS enterprise work and project management solution developed to address large, long running and complex projects.** A comprehensive solution, Leankor provides a 360-project view and streamlines organizational workflows and processes through real-time, proactive management and collaboration. Allowing organizations to expand the use of powerful Salesforce applications, Leankor boosts enterprise functionality and enables unmatched collaboration and connection, accurate and up-to-date data access, access to powerful applications that deliver deep analytics and the flexibility to easily scale and to work from anywhere, at any time.

Achieve true business continuity and optimize manufacturing order-to-cash value streams for faster revenue recognition.

▶ **Start your transformation today. Request a demo.** ◀



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**Leankor is a highly visual work and project management solution built on the Salesforce Cloud.** Designed for the enterprise customer, Leankor helps companies execute complex projects at scale. A transformative solution, it links different styles of methodologies and processes, empowering people to work more effectively. Leankor enables teams to organize, manage, collaborate, and deliver better projects, helps decision-makers measure effectiveness and allows companies to deliver quicker revenue cycles. Leveraging the power of Salesforce, it brings together customer, project, and resource data extending the Customer 360 vision. Leankor is used by many of the world's leading brands with focused solutions for industrial enterprises in Manufacturing, Construction, Solar, Energy and B2B Telecom with additional emphasis on R&D and product launches for Biotech and Pharma.

