

## Company | Trilliant

Trilliant provides network solutions and software to utilities for advanced metering, demand response, and smart grid management. With more than twenty years experience solving meter communications needs, Trilliant focuses on the adoption of open standards-based technologies for electric, gas, and water utilities.

## The Business Problem

Trilliant wanted a software tool that provided complete visibility and accountability within all of their domestic and international projects. The software needed to meet new Project Management Professional (PMP) standards and be Sarbanes-Oxley (SOX) compliant.

Trilliant wanted to organize the project management process and foster greater communication throughout the workforce. Ideally, software that fostered interaction at all levels of the project and allowed individual team members to initiate process improvement was sought.

A successful implementation for Trilliant also required that the software be easy for the workforce to use.

## The Solution

@task was the best choice for Trilliant because it provided the broad accessibility and visibility into every project they were looking for, in an easy-to-use software package. “Within two hours of opening @task for the first time, I was totally seduced by the interface,” said Debra Yarger, PMP for Trilliant.

@task proved to be the best tool to organize the process and provide a collaborative interface that encouraged communication among team members; and adoption has been very successful. “There is huge interest in @task by our project teams,” said Yarger. “You could almost describe it as giddiness.”

## The Result

Trilliant staff has surpassed all target expectations with 172 users now actively tracking 100 projects. Implementation of @task has ignited collaborative efforts companywide through its intuitive user interface, and comprehensive and flexible report writer and graphical displays.

By providing a central repository for all project activity and increasing effectiveness across teams—Trilliant feels they have positioned themselves as not only a leader in energy consumption monitoring and management, but also in project/product tracking and delivery.

## How Trilliant Achieved the Results

Trilliant initially implemented @task with a small group of 30 users for a two-week shakedown. Trilliant then started rolling out to the rest of the company. Implementation and adoption have been very successful. Yarger, has implemented a WebEx user group and conducts regular in-house training with Trilliant employees. “@task has proven to be a great tool for everyone in the organization,” she says.

Trilliant devoted 5-10 hours per week in initial product training that was very beneficial. “The @task Client Services people are very knowledgeable and friendly,” says Yarger. “That said, an experienced project manager should be able to pick up the tool and just start using it.”

“We work hard to make it easy for our people to do their job and be successful, @task makes it a lot easier.”

—Tom Hines  
CIO/CTO  
Trilliant