

CLIENT STORY: REDEFINING STRATEGIC CONTROL & VISIBILITY

How a leading education institution strengthened planning, quality, and governance



جامعة الأمير
مقرن بن عبدالعزيز
University of Prince Mugrin

University of Prince Mugrin

The University of Prince Mugrin (UPM) is a higher-education institution in the Kingdom of Saudi Arabia, focused on delivering high-quality academic programmes supported by strong institutional governance.

As UPM continues to evolve, it is investing in modern, enterprise-grade platforms to strengthen oversight, coordination, and decision-making across the institution.

Overview

As the university expands its academic programmes and institutional initiatives, senior leadership identified the need for a unified, enterprise-grade platform to manage projects, strategic initiatives, and cross-departmental resources with greater visibility and control.

Ignite Technology was engaged to support UPM in modernising its project and portfolio management capabilities through the implementation of Planview AdaptiveWork.

The engagement began with a structured discovery phase, where Ignite worked closely with stakeholders to understand existing governance requirements, processes and strategic priorities, particularly across planning, quality, and institutional development functions.

Challenges

Fragmented Strategic Planning

- Multiple initiatives across academic, administrative, and quality functions were managed through disconnected tools and manual processes, limiting oversight.

Limited Executive Visibility

- Lacked a single, reliable view of initiative status, dependencies, and risks, making it difficult to prioritise investments and align activity with institutional strategy.

Manual Reporting Bottlenecks

- Reporting relied heavily on spreadsheets and bespoke updates, increasing administrative overhead and reducing confidence in data accuracy.

Compliance and Audit Complexity

- As a regulated education provider, UPM required structured tracking, traceability, and auditability to support planning, quality assurance, and compliance activities.

Solution

Leveraging its **Leading Planview Partner** expertise, Ignite Technology delivered a tailored Planview AdaptiveWork deployment aligned to UPM's institutional strategy:

Planview AdaptiveWork Deployment

- Pre-configured, best-practice framework enabling a rapid go-live.

Planview Anvi AI Copilot

- Enterprise AI assistant, powering the real-time reporting widgets, giving leadership instant answers to any queries.

Strategic Discovery and Roadmapping

- Structured discovery phase aligned the deployment with strategic goals, ensuring platform was tailored to unique needs.

Custom Executive Dashboards

- Hands-on stakeholder engagement enabled bespoke reporting widgets across departments, giving leadership a real-time view of institutional status.

Maintenance & Support

- Access to technical product experts, new product releases, and fixes. Providing access to Planview and Ignite Support teams with highly trained professionals.

Business Benefits

By demonstrating the tangible benefits and building a strong relationship, Ignite Technology delivered key outcomes including:

Enhancing Strategic Visibility

- Custom widgets powered by Planview's AI tool, Planview Anvi now give Heads of Department, Deans, and Vice Presidents a real-time view of institutional status, driving university-wide adoption of the platform.

Increased Efficiency and Productivity

- Manual reporting tasks reduced from days to minutes, freeing up PMO resources for higher-value activities.

Enhanced Compliance & Audit Trails

- Structured tracking and dashboards will support regulatory reporting and internal governance, providing predictive analytics that enabled better forecasting.

Scalable and Future-Proof Platform

- Flexible foundation to expand licence capacity, onboard additional departments, and introduce advanced capabilities as UPM's needs evolve.



“ AdaptiveWork has made an instant impact to our strategy management, bringing our vision of real-time visibility to life. The service provided by Ignite was instrumental in this success, enabling an efficient implementation. ”

We are at the start of our journey, but what we've achieved so far is beyond what we expected. We want to continue collaborating in partnership with Ignite to ensure even greater success in the future.

Mounir Boughoula, Director, Planning and Quality General Department, University of Prince Mughir

About Ignite Technology

Ignite Technology helps the people who run enterprises get the visibility and control they need, by making their automation, AI, and portfolio technology work together.

Ignite is a preferred Planview partner and a Broadcom Expert Advantage Partner serving enterprise customers across the UK, Europe, and the Middle East.

Working across Portfolio Leadership, Automation, and Agentic AI advisory services, Ignite operates above the product conversation, connecting technology to the outcomes that matter to the organisations they serve.

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