

Interview responses show Microsoft Visio helps Deloitte Consulting save time and communicate more effectively

Microsoft Visio Case Study

May 2002

On behalf of Microsoft® Corporation, META Group Consulting recently conducted interviews at Deloitte Consulting—one of the world's leading consulting firms—to uncover the company's diagramming needs and report the benefits of using Microsoft Visio® to fulfill those needs. The responses from 17 in-depth interviews reveal Deloitte Consulting needed a robust diagramming tool that both business and technical professionals throughout the organization could use for a broad range of diagramming types and tasks. Deloitte Consulting standardized on Microsoft Visio, which they now use extensively within the organization to document projects and with clients to share ideas and collaborate on projects. Since using Microsoft Visio, the interviewees report time-saving benefits, such as an average of 23 hours per month saved on creating flowcharts, and communication benefits, such as a 53% increase in clarity, a 49% increase in efficiency, and a 45% increase in effectiveness.

Deloitte Consulting interviewees report both business and technical diagramming needs

Both business and technical professionals—consultants, analysts, software developers, managers, a director, and even the company's CIO—were interviewed at Deloitte Consulting. The interview responses uncovered the following diagramming needs that are critical to delivering the company's quality consulting services.

Breadth and depth Deloitte Consulting offers a wide variety of consulting services, such as corporate strategy development, enterprise resource planning, and customer relationship management services. The professionals who provide these services have a broad range of business and technical diagramming needs and require a single tool that satisfies all of these needs. This single tool must not only deliver a broad range of diagrams types, it must also include the specialized tools and functionality they need to create detailed, effective diagrams, no matter how complex they are.

Flexibility, reliability, and time-savings A large organization like Deloitte Consulting with offices in over 35 countries worldwide needs a flexible, reliable diagramming tool it can standardize on and easily deploy across different computer environments. Both business and technical professionals in the organization also need a tool with which they can complete their diagramming tasks more easily and quickly than using alternative methods or other products—they need a tool that saves them time.

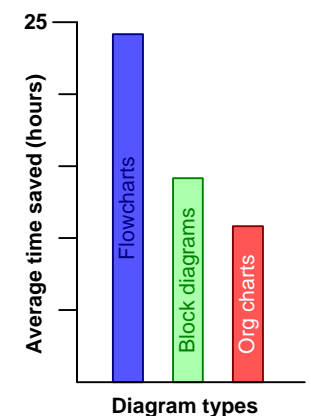
Effective communication and collaboration Deloitte Consulting looks at the world through their clients' eyes and offers objective advice that helps them overcome obstacles, solve their problems, and balance strategy and technology. To succeed with this approach, they collaborate extensively with their clients and need a diagramming tool that facilitates effective communication and collaboration, not only with clients, but within their organization as well.

Microsoft®

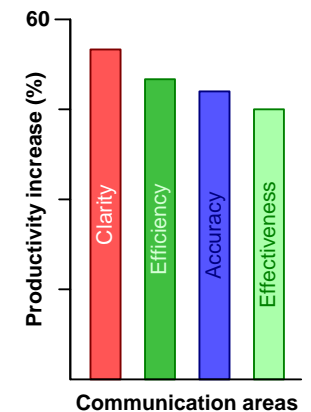
Interview findings

The following information applies to those interviewed at Deloitte Consulting.

Time-savings with top diagram types



Productivity increases due to enhanced communication

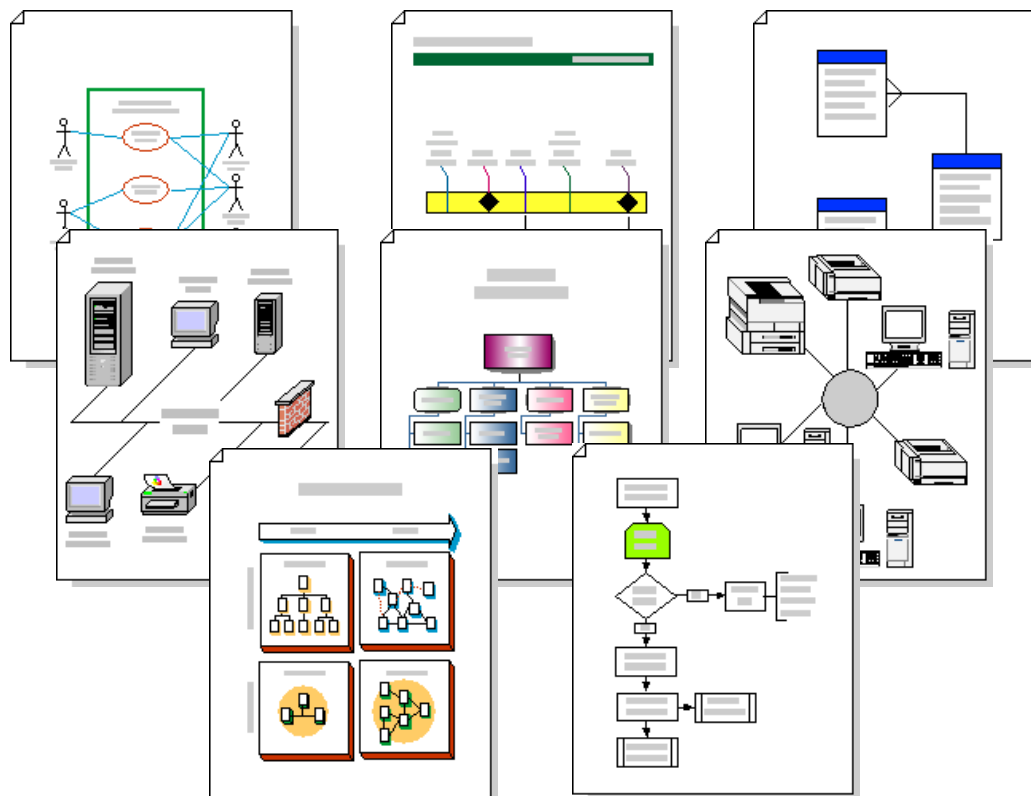


Deloitte Consulting interviewees find Microsoft Visio broad and deep and 70% use it daily throughout a project

Deloitte Consulting works with clients across industries to analyze their business processes, improve them, and map the new processes to critical enterprise applications. All of the consultants, analysts, software developers, and managers involved in a client project have a different role to perform and a broad range of business and technical diagramming needs that fluctuate depending on the phase of the project. With Microsoft Visio, every person involved in a client project can create the specific business or technical diagrams they need with as much detail as they need—from initial conceptual designs and flowcharts to representations of complex enterprise application architecture and network infrastructures.

The interview findings show consultants, analysts, and managers use Microsoft Visio to plan and visualize resources with organization charts and project schedules, analyze and diagram business processes with flowcharts and block diagrams, model databases with database diagrams, model enterprise applications with software diagrams, and visualize networks with network diagrams. The findings also show Microsoft Visio is used extensively for creating conceptual designs, detailed designs, and diagrams that represent logical and physical relationships.

Senior Consultant, Leslie Boyd, says “Visio is mission critical for business process design. It is the most important tool we use.” Business Analyst, Sean Collins, says “Visio is the best way to capture in comprehensive detail, all of the information for a client engagement. It can be done mostly within Visio which means a single package gives you all the information in one place.” And, Systems Analyst, Gunjan Thiagarajah, says he used Microsoft Visio 90% of the time on his last project.



Both business and technical professionals at Deloitte Consulting use a broad range of Microsoft Visio diagrams within the organization and for client projects.

Interviews also revealed the following Microsoft Visio usage patterns:

- 70% of the people interviewed said they use Microsoft Visio daily during a project, 24% said they use it monthly, and 6% said they use it weekly.
- Microsoft Visio usage is heaviest during the initial phases of a project, during which team members use it as much as 8–10 hours each day and create up to 30 diagrams a month, hundreds throughout an entire project.
- Flowcharts are shared with as many as 15,000 people during projects. Project schedule diagrams are shared with as many as 6,000 people. Organization charts and block diagrams are shared with as many as 300 people.

Software developers at Deloitte Consulting even incorporate Microsoft Visio technology into and create industry-specific templates and SmartShapes® symbols for the Deloitte Consulting tool, IndustryPrint, which helps consultants and analysts map unique business processes and software configurations to vertical industry standards and specifications. When asked about the benefits of developing with Microsoft Visio, Contract Software Developer, Joe Benton, says “It’s dynamic and consistent, it enables data integrity, and it minimizes operator errors. It’s very programmable. You can make it do what you want it to.” CIO, Larry Quinlan, says “Visio’s strength is that it is deep enough but also extremely broad. It has functionality you most likely would not find in more specialized tools and serves the broad-based needs of the company from generic to specialized users.”

Deloitte Consulting interviewees save 11–23 hours per month on diagram tasks

The world of global consulting is demanding and fast-paced. To effectively compete in this arena, Deloitte Consulting needs flexible tools it can easily deploy and use in many different computer environments. And, it needs reliable tools that increase the productivity of its employees. Deloitte Consulting professionals create hundreds of diagrams throughout a client project and use them extensively to share ideas and collaborate with clients worldwide, so they need a diagramming tool that is flexible, dependable, and saves them time.

Deloitte Consulting standardized on Microsoft Visio as their diagramming tool and their IT group deployed it across 15,000 desktops in more than 35 countries worldwide. Now everyone at Deloitte Consulting uses Microsoft Visio templates and task-specific SmartShapes symbols to save time creating, revising, and maintaining diagrams, no matter whether they’ve used Microsoft Visio for five months or five years.

The Deloitte Consulting interviews revealed the amount of time the 17 interviewees saved by using Microsoft Visio over alternative methods to create diagrams:

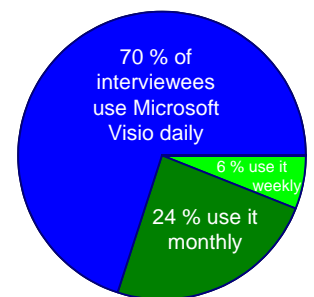
- 23 hours per month saved creating flowcharts.
- 14 hours per month saved creating block diagrams.
- 11 hours per month saved creating organization charts.

The amount of time saved using Microsoft Visio was among the benefits that made the consultants, analysts, software developers, and managers at Deloitte Consulting most enthusiastic about using Microsoft Visio. Senior Consultant, Manoj Shankar, says, “There’s a significant savings. The standardized objects save time. We probably save one day for each day we use Visio.” Systems Analyst, James Rowan, says “It’s an effective way to share information. We need to express complex concepts quickly, and Visio does that for us.” When asked to describe the most important task for which he uses Microsoft Visio, Business Analyst, Sean Collins, replied “Creating business process and network diagrams quickly.” And then when asked the average number of hours he saved each month using Microsoft Visio, he responded, “hundreds.”

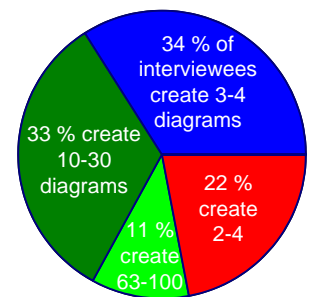
Interview findings

The following information applies to those interviewed at Deloitte Consulting.

Frequency of Microsoft Visio usage



Number of diagrams created on a monthly basis



The time-saving benefits even trickle down to the software developers who developed code for their IndustryPrint tool. Software Developer, Todd Wiser, says “I can’t imagine creating software and database diagrams any other way. We built our IndustryPrint product on top of the Visio graphics engine, and it took two weeks to develop customer properties. Normally, this would have taken 3-4 months!” Contract Software Developer, Joe Benton, says “I can do in one hour what would typically take two days to code otherwise.”

Deloitte Consulting interview findings show a 45% increase in effectiveness among interviewees

Deloitte Consulting places a high premium on effective communication and collaboration, within the organization and with clients. Their extensive collaboration with clients is one of the things that set them apart from other consulting firms. During a typical project, Deloitte Consulting can share hundreds of diagrams with as many as 1,000 people over a series of client engagements. In order for this ongoing communication and collaboration with clients to be effective, consultants and analysts need to convey different types of information in the most effective manner. They need a diagramming tool that sets them apart from their competition and enables them to visually convey and promote understanding of concepts, hierarchies, complex business processes, system architecture, and so on.

Microsoft Visio makes it easy for everyone involved in a project to create accurate, effective diagrams they can present in client engagements and share among team members across functional areas. The Deloitte Consulting interview responses show the interviewees are enthusiastic about how well they get their point across with Microsoft Visio diagrams, how effectively Microsoft Visio diagrams enhance their presentations, and how much Microsoft Visio diagrams increase accuracy. The interview findings also reveal the following communication benefits interviewees receive from using Microsoft Visio:

- Clarification increased by 53%.
- Efficiency increased by 49%.
- Accuracy increased by 47%.
- Effectiveness increased by 45%

When Deloitte Consulting professionals were asked how Microsoft Visio best supports their efforts, Business Analyst, Josh Shepherd, said “Visio diagrams are an effective way to capture people’s thoughts and represent them visually. Visio diagrams make it very easy for the clients to understand.” Systems Analyst, Patrick Rosario, said “Visio enables me to create business process presentations with impact, and relate ideas, concepts, and structures in a meaningful way.” Senior Consultant Leslie Boyd’s comments perhaps best sum up the overall attitude of those interviewed at Deloitte Consulting toward Microsoft Visio, “I can’t do my job without Visio.”

Additional Information

For the latest Microsoft Visio product information, visit www.microsoft.com/office/visio/.

The interviews referenced in this document were conducted by META Group Consulting on behalf of Microsoft Corporation. The statements within this document report interview findings and offer insight into Microsoft Visio product usage. These interview findings and statements do not represent a statistically valid sample and do not endorse Microsoft Corporation, its products, or services.

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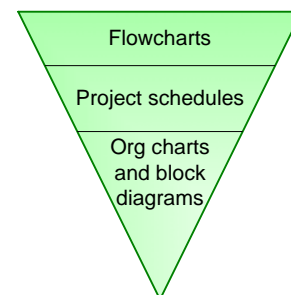
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Interview findings

The following information applies to those interviewed at Deloitte Consulting.

Microsoft Visio diagrams shared most widely



Diagramming tasks most impacted by Microsoft Visio

