



Photo: Omega 365



CUSTOMER STORY

Hatch

Integration of global project management system

Project Summary

Hatch is a global engineering and management consultancy firm established in 1955. Headquartered in Mississauga, Ontario, Canada, the company operates in 150 corporate and project offices worldwide with approximately 10,000 employees.

Hatch provides services across various sectors including mining and metals, energy, and infrastructure, and is known for its project management and construction services. It has a diverse range of clients, including some of the world's largest mining and metals companies.



Client

Hatch



Location

Mississauga, Ontario, Canada



Project commencement

2022

Overview of the project

In 2022, Hatch embarked on a significant digital transformation project with Omega 365, focusing on enhancing project management processes. The initiative aimed to unify multiple internal management tools into Omega 365's Cost Management solution, a strategic shift designed to streamline project management capabilities across a wide range of projects.

Navigating the challenges

Integration complexity

The integration of Omega 365 systems with Hatch's existing systems was a complex and crucial task. Ensuring seamless compatibility and effective data exchange between Omega 365's solution and the existing infrastructure was vital to maintaining operational continuity and data integrity.

User training and adoption

With approximately 3,500 users and nearly 5,000 engagements across 60 offices worldwide to train in a short period, ensuring that all personnel were proficient with the new Omega 365 system was a key challenge.

The rollout progressed smoothly, with Omega 365 streamlining operations, enabling instant access to information and seamless task completion. Users rely on the system's current, precise data, while automated reporting and insights provide a clear overview across locations and projects.

Data migration and security

Migrating nearly 5,000 active projects from multiple legacy systems to Omega 365 required a secure and precise approach to handle large volumes of sensitive and critical data.

To ensure uninterrupted operations, the Omega 365 system was introduced to a limited number of offices at a time over a three-month period, allowing for continuous quality assurance and a smooth transition without downtime for ongoing projects. Throughout the process, data integrity, confidentiality, and security remained a priority.

Omega 365's role in the project

In 2022, Omega 365 joined Hatch's digital transformation to help consolidate various internal tools into a unified system.

"What we were looking for was a brand new system for the management and control of projects that could integrate with our existing ERP system," says Adnan Arnautovic, IT Project Manager at Hatch.

Omega 365 was selected by Hatch following a thorough two-year evaluation of several vendors, which included detailed demonstrations and a proof-of-concept phase. Omega 365's Cost Management solution stood out in this process and was ultimately chosen as the clear best choice.

"After a lot of selection phases and 70 hours of demos, they chose us. Knowing that they did their due diligence meant they really believed in us. Then, we moved forward, working as a true partnership," says Arvid Markhus, Vice President of Business Development at Omega 365 Canada.

"It was a very smooth implementation, and even after the implementation, we've continued working closely with the Omega team.

Tara Drover, Global Discipline Director of Development and Integration at Hatch

Delivering an integrated solution

Omega 365's system offered a comprehensive solution, bringing together six tools into a unified platform for Hatch. This integration enhanced Hatch's processes and contributed to efficient operations.

Throughout the project, Omega 365 adapted and fine-tuned their approach to align with Hatch's evolving needs, focusing not only on immediate requirements but also on ensuring that the system remained scalable and flexible for future demands.

"It was very clear that, to Omega, our success was their success. This wasn't just a vendor/customer

relationship; it was two partners embarking on a shared journey to achieve a shared vision. The relationship and the ability to communicate effectively about our needs and what we can get out of the product means a lot," says Arnautovic.

"It was very clear that, to Omega, our success was their success.

Adnan Arnautovic, IT Project Manager at Hatch

Implementation and ongoing collaboration

Implementing the Omega 365 system introduced a cohesive approach to Hatch's project management, bringing together various tools into a single, integrated solution that further streamlined operations and supported efficient project execution.

"It was a very smooth implementation, and even after the implementation, we've continued working closely with the Omega team—from the executive level to development and support," says Tara Drover, Global Discipline Director of Development and Integration at Hatch.

About Omega 365

Company: Omega 365 Canada

Headquarters: Ølensvåg, Norway

Mission: Unifying systems for project success

Main products utilized in this project:

- | | |
|---------------------------|-----------------------|
| • Cost Management | • Resource Management |
| • Document Management | • Portfolio Reporting |
| • Risk Management | • Commissioning |
| • Prime Cost Management | Management |
| • Capital Cost Management | • Project Governance |
| | Review and Reporting |

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