

CASE STUDY

International IT Service Provider

Modern PPM on Microsoft Power
Platform with TPG ProjectPowerPack

From Stabilization to Future-Readiness

Facing the end of support for Microsoft Project Server 2013, a prominent international IT service provider operating across the Middle East and Africa had a crucial decision to make: pursue a technical upgrade or embark on a strategic realignment toward a modern, scalable project and portfolio management (PPM) environment? Rather than opting for the path of least resistance, the company made a conscious choice to future-proof its project management infrastructure. With TPG The Project Group – a long-standing and trusted partner – at their side, the organization adopted the cloud-based TPG ProjectPowerPack (PPP), built on the Microsoft Power Platform.

To minimize operational risk, the transition was carefully phased. Existing tools and processes remained largely intact, especially the continued use of Microsoft Project Desktop. At the same time, the new system architecture – centered around Microsoft's Power Platform using Power Apps and Dataverse – opened up a pathway to future enhancements such as automated workflows, Microsoft Teams integration, and low-code customization options.

Today, the IT service provider operates with a robust, flexible, and forward-looking PPM solution that combines the reliability of familiar methods with the scalability and innovation potential of the Microsoft ecosystem.

Industry: Management and IT Consulting / Implementation

Department: Project Management Office

Solution: TPG ProjectPowerPack, TPG PSLink

EMBRACING MODERN TECHNOLOGY WITHOUT DISRUPTING OPERATIONS

BACKGROUND AND CHALLENGE

The IT service provider is part of a global technology group with operations in over 50 countries. In the Middle East & Africa region, the company has worked with TPG for many years – beginning with the rollout of Project Server in 2005 and SAP integration via TPG PSLink from 2008.

With the end of support for Project Server 2013, it was clear that a stable evolution of the project platform was necessary. At the same time, existing interfaces to SAP needed to remain functional without disrupting operations. A group-wide alternative had been under consideration yet proved unviable, paving the way for an independent, custom solution.

DECISION-MAKING: BALANCING INTEGRATION, FAMILIARITY AND FUTURE-READINESS

From the beginning, one thing was clear: Microsoft Project Desktop had to remain. Project managers were deeply familiar with it and changing this core tool would have caused major disruption and resistance. Integration with the broader Microsoft 365 ecosystem including Teams was necessary. TPG ProjectPowerPack (PPP) satisfied these and other requirements.

The platform's modern architecture, built on Microsoft Power Platform, stood out. It allowed the internal IT department to adapt forms and workflows independently using low-code tools. Integration with SAP continued reliably through the proven TPG PSLink connector. Years of collaboration and trust in TPG also played a decisive role.

A phased rollout was chosen to minimize risk. Microsoft Project Desktop remained the primary scheduling tool, while Project Online timesheets were temporarily retained. Meanwhile, the system was designed to support a smooth transition to TPG tools including TPG Scheduler and Timesheets supporting long-term adaptability.

IMPLEMENTATION: MODERNIZATION WHILE PRESERVING DAILY OPERATIONS

The objective was implementing a new solution that integrates into the existing IT landscape, maintains daily workflows, and supports scalability, security, and future flexibility. Specifically, the project introduced two core components: the project and portfolio management solution TPG ProjectPowerPack and an upgraded interface platform TPG PSLink. A stepwise rollout focused on adoption and data integrity.



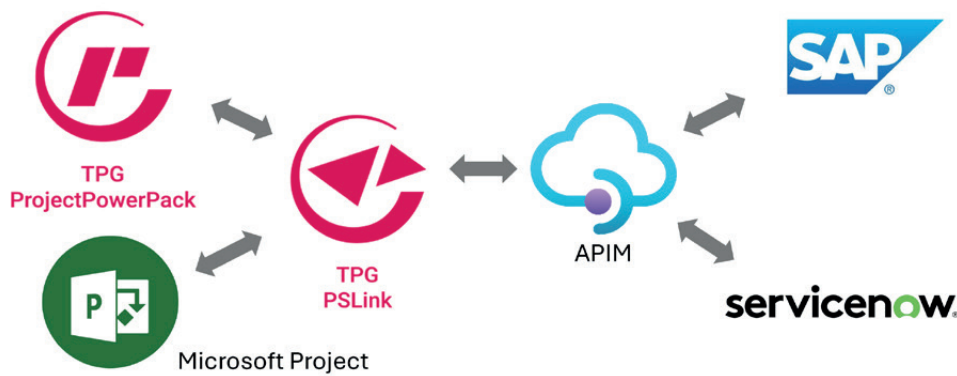
“One of the greatest strengths of this migration was how little it disrupted day-to-day operations. Project managers barely noticed the technical changes—yet the organization now has a flexible, future-ready architecture built on the Power Platform.”

Dries van der Colff,
Business Development Director, TPG MEA

At the same time, core elements of the new architecture were introduced: Power Apps, Power Automate, and Microsoft Dataverse. Dataverse houses all project metadata, e.g., risks, issues, and resources, enabling standardized data handling and integration with tools like Power BI.

Legacy SharePoint lists, such as documentation and task logs, were carefully migrated to Dataverse using TPG PSLink. Originally designed for integration between SAP and Microsoft Project, PSLink now serves as a universal data bridge (middleware), including SharePoint-to-Dataverse transitions.

Azure API Management (APIM) was mandated by the customer as a central integration layer. TPG ProjectPowerPack and TPG PSLink communicate with third-party systems, e.g., SAP, SuccessFactors, ServiceNow via APIM, ensuring secure and flexible system integration. Legacy SharePoint workflows were replaced with Power Automate logic, enabling streamlined processes directly within PPP.



EXPANDED INTEGRATION CAPABILITIES

By combining TPG ProjectPowerPack and TPG PSLink with APIM, the solution is now capable of orchestrating secure, event-driven data flows across various platforms. For example, resource information from SAP can be automatically synchronized with project planning data in PPP, while HR status updates from SuccessFactors can trigger workflow adjustments or access changes.

Time recorded in the ServiceNow helpdesk system is combined with time logged in project timesheets to create a unified dataset of all recorded hours.

For internal IT, the platform opened new levels of autonomy. Changes to forms, fields, and views could be made without external support. A robust security model based on Azure Active Directory also ensured secure and compliant access control.

BENEFITS: STABILITY TODAY, FLEXIBILITY FOR TOMORROW

The company gained a future-ready architecture while preserving existing tools. Familiar scheduling remained intact, now accessible via a modern Teams-integrated front end.

The Microsoft Power Platform foundation ensures scalability and readiness for innovations including Microsoft Copilot. Key benefits include:

- » **Autonomy:** IT manages changes via low-code tools.
- » **Continuity:** Project managers use familiar processes.
- » **Efficiency:** PSLink remains the bridge for SAP, now layered through APIM.
- » **Simplicity:** System complexity reduced through centralized, unified interfaces.

There are also long-term **financial benefits**. If the company switches to TPG Scheduler as a project scheduling tool, licensing costs could drop significantly, as it requires no Microsoft Project Client licenses – an advantage for large, distributed teams.

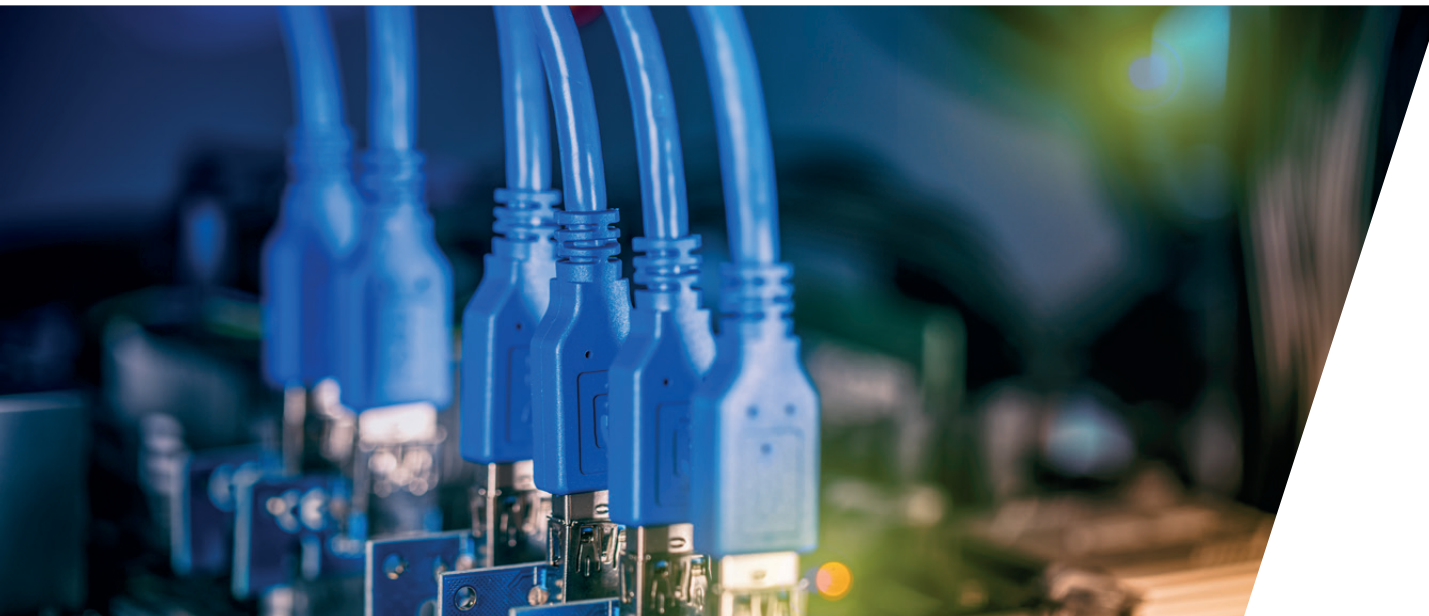
OUTLOOK: GROWING INTO A FULLY MODERNIZED PLATFORM

The current setup lays the foundation for future steps. A proof of concept for the TPG Timesheet module is planned for the near future, aiming to eventually phase out Project Online Timesheets. TPG Scheduler will also be evaluated. Step by step, the company is moving toward a fully Power Platform-based solution – without causing disruption or overwhelming staff



“With TPG ProjectPowerPack, our customer combined Microsoft Teams integration with continued use of key tools like Project Desktop and TPG PSLink – allowing project managers to keep familiar processes while IT modernized the system in the background.”

Dries van der Colff, Business Development Director, TPG MEA



SHORT PROJECT PROFILE

THE COMPANY:

An internationally active IT service provider, part of a global technology group, with operations across more than 50 countries. The regional organization in the Middle East & Africa has a long-standing track record of delivering high-quality IT services and digital solutions to internal and external clients. With complex projects running across multiple geographies, business units, and partners, the company depends on stable, secure, and flexible systems to manage its project and portfolio landscape efficiently. Over the years, the organization has built close working relationships with trusted technology partners to ensure operational continuity in a highly dynamic environment.

THE CHALLENGE:

With Microsoft Project Server 2013 reaching end-of-life status, the organization faced increasing risks due to lack of vendor support, security patches, and upgrade paths. At the same time, internal project managers strongly relied on Microsoft Project Desktop for their daily scheduling work, and existing integrations – especially with SAP – were mission-critical. An attempted group-wide move to a different PPM platform had failed, freezing progress at the regional level for several years. When the initiative was finally reversed, the organization urgently needed a solution that could ensure operational continuity while creating a foundation for future transformation, without overwhelming users or disrupting day-to-day business.

The Project Group

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THE SOLUTION:

The company chose TPG ProjectPowerPack (PPP), a modern PPM solution built on Microsoft's Power Platform. The transition followed a pragmatic approach: Microsoft Project Desktop remained the central scheduling tool, with schedules still stored in Project Online, and existing SAP integrations continued via an enhanced middleware layer using Azure API Management. SharePoint-based workflows were migrated to Power Automate, and key project data was moved to Microsoft Dataverse. The PPP front end now serves as the unified user interface, embedded in Microsoft Teams, combining structured data access, modern UI elements, and workflow automation tailored to the company's needs.

THE BENEFITS:

The new solution strikes a rare balance between continuity and innovation. Project managers continue to use familiar tools with minimal disruption, while benefiting from a modern front end, better data quality, and integration with Teams. The low-code capabilities of the Power Platform allows the internal IT team to configure independently, reducing reliance on external support. The flexible architecture also prepares the ground for future enhancements: proof-of-concepts for TPG Timesheets and TPG Scheduler are already happening. Moving to these alternatives may yield significant licensing cost savings. Altogether, the system aligns with the organization's strategic vision and provides the agility required in a fast-moving digital landscape.

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