



Shining a light on better project management

SUNPOWER'S OBJECTIVE: *To get global team members on the same page so they can collaborate more effectively and deliver complex, fast-moving projects, on-time and on-budget.*

THE OPPORTUNITY

SunPower is a global leader in solar energy innovation and provides a diverse client group with complete solar solutions and services. It counts 40 per cent of the top 25 corporate solar users as customers – including some of the biggest companies in the world- and delivers projects like solar for Apple's new 175-acre campus.

Today, SunPower manages more than 300 solar energy projects concurrently. Keeping global project teams aligned is key to meeting the demands of its growing customer base.

Historically, SunPower relied on multiple tools, systems and different forms of communication – email, texting, instant messaging and water cooler conversations – to keep global team members up to date on the status of the project. But it wasn't working.

So SunPower, which prides itself on innovation and continuous improvement – in fact, they challenge themselves and their customers to always 'demand better solar' – went searching for a better way to manage its projects.

"There was no single, authoritative source of information for our people to go to get aligned on deliverables, schedule, process and the many interdependencies that exist in complex projects."

– Eric Potts, SunPower
VICE PRESIDENT, COMMERCIAL OPERATIONS

Case Study



SUNPOWER®

INDUSTRY: **SOLAR**

HQ COUNTRY: **USA**

PROJECT SIZES: **LARGE & GLOBAL**

CUSTOMER PROFILE

SUNPOWER IS AN INDUSTRY LEADER, AND ONE OF THE LARGEST SOLAR COMPANIES IN THE WORLD. COMPANY GIANTS LIKE APPLE, TOYOTA AND GOVERNMENT AGENCIES (E.G. CITY, COUNTY, WATER) AND SCHOOLS RELY HEAVILY ON SUNPOWER.

THE COMPANY'S KEY SALES FEATURES, IN ADDITION TO ITS INDUSTRY-LEADING SOLAR MODULES, ARE ITS OUTSTANDING CUSTOMER SERVICE AND ITS CLOSED-LOOP LEARNING. THE COMPANY'S GROWTH HAS PUNCTUATED THE CRITICAL NEED FOR INTEGRATION BETWEEN THE MULTIPLE LAYERS OF PROJECT COMMUNICATION (E.G. TASKS, DATA, PROJECT STATUS, MANPOWER) NECESSARY TO SUCCESSFULLY COMPLETE EACH PROJECT/ INSTALLATION. IN 2017 ALONE, THE COMPANY WORKED WITH 224 COMMERCIAL SITES BRINGING THE TOTAL TO 573 OVER THE LAST FOUR YEARS!

SUNPOWER®

"Leankor helps us to visualize the entire process. Our vision is for all project-related information and communication in one place. This has brought a tremendous accountability to our teams and helps us scale."

30

PEOPLE

PEOPLE ACROSS 25 DIFFERENT FUNCTIONS - DESIGN, ENGINEERING, CONSTRUCTION AND MORE - IN A TYPICAL SUNPOWER PROJECT.

300

PROJECTS

BY SUNPOWER ARE UNDERWAY, AT ANY GIVEN TIME.

400

PAGES

PAGES IN THE SUNPOWER'S PRINTED OPERATIONS MANUAL. SUNPOWER LEADERS SAY THE MANUAL WAS "BROUGHT TO LIFE" WITH LEANKOR.

THE SOLUTION

SunPower turned to Leankor, a provider of visual and customer-centric project and work management solutions, to manage its complex project development life cycle.

Leankor technology is built on the #1 CRM platform in the world – Salesforce. This puts conversations and information that comprise every touch point of the customer's project into a single, central location. This means better access to information and more opportunities for global teams and different functional departments to collaborate.

In addition, it helps SunPower visualize the entire process. Individual contributors on a project can see what needs to be done today, see different views of the project based on lean methodologies and executives have a complete portfolio view of all the projects.

If something is slipping, it's noticed immediately. "Leankor is like a modern navigation system," says Eric. "If there's traffic ahead, it's going to warn you so you can take an alternate route."

THE IMPACT

The value of Leankor is significant. SunPower says the technology contributes to shorter and more stable project cycles through improved communication and higher productivity of team members.

Think about the effective collaboration that comes from having relevant project information available to every member of your team. It drives accountability and better project outcomes. And SunPower sees it, firsthand.

"In essence, we've been able to bring our 400-page Operations Manual to life," says Eric. "We have about 30 people who touch our projects over their 18-month lifecycle. They need to know what to do, when to do it, and how to do it – this is the value Leankor adds. We're using Leankor to deliver stable, more profitable projects."

And executing solar energy projects on-time and on-budget ultimately leads to satisfied customers, more business and brighter days ahead for SunPower.



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ABOUT LEANKOR

Leankor transforms project management so companies with complex, customer-centric projects can achieve better business outcomes, like greater gross margin protection and faster revenue recognition. Leankor is a visual, customer-centric enterprise project and work management solution built on the world's #1 leading business cloud platform - Salesforce. It brings together customer and project data to enable a proactive, customer focused approach to enterprise project management. Leankor's clients include iconic companies in the solar, telecom and industrial manufacturing sectors to drive on-time delivery and achieve better financial outcomes for their service delivery projects.