COMMERCIALLY LED PROGRAM MANAGEMENT CAN HELP YOU ACHIEVE BETTER OUTCOMES

Did you know...

• …major programs are not just magnified versions of smaller projects, they are a completely different breed in terms of their level of aspiration, lead times, complexity, and stakeholder involvement.¹

• …9 out of 10 major programs incur cost overruns.²

• …cost overruns of 50-100% are not uncommon for major programs.²

• …end-user demand and overall benefits of major programs are typically overestimated by 20-70% compared with actual developments.²

• …construction disputes are increasing due to complex programs; multi-geography delivery, faster paced schedules and external economic factors.³

² Bent Flyvberg: Over Budget, Over Time, Over and Over Again: Managing Major Projects (2011)
The Port of Los Angeles was investing $207m into a state-of-the-art Automatic Stacking Crane system. Arcadis worked with them to program manage construction of the system, the first of its kind in the US. The Port, which won the 2014 WTS-LA Innovative Transportation Solutions Award, remains among the busiest, most efficient, and competitive major ports in the world.
The Chicago Department of Water Management asked Arcadis to help them with their 10 year, $4.0bn capital improvement program. This collaborative approach has successfully ensured that, only 3½ years in, progress on the water main replacement program is 30% ahead of plan, average time to complete minor repairs has been reduced by 70%, and the repairs backlog has been diminished by 90%.

Click on the icons to see how we are helping clients respond to these challenges across the world.
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The District of Columbia Water Authority were undertaking four simultaneous construction projects totaling $800m. Arcadis took a programmatic approach to the delivery of these projects, one of which required a state-of-the-art thermal hydrolysis process, the first of its kind in the US and the largest in the world. The result was 50% reduction in biosolids requiring disposal, and operational expenditure savings of between $10–12m annually.
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The Sao Francisco River Integration Program is the largest water infrastructure program in Brazil, supplying clean water to 12 million people in 393 municipalities, by integrating the river with hydrographic basins in the North East of Brazil. Arcadis is supporting the National Ministry of Integration in managing a multitude of stakeholders to successfully deliver the program and improve quality of life for millions of residents.
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Heathrow Airport was embarking on an ambitious 5-year strategic plan. Our Commercially Led Program Management team used innovative portfolio technology to help Heathrow achieve rapid approval from regulators of their investment plan, a key element of the granting of Heathrow’s license to operate.
Société du Grand Paris is delivering an ambitious Grand Paris Express Metro Program, connecting the suburbs around Paris. Arcadis supported them as part of the consortium.

Gérard Chérel, Program Director of Société du Grand Paris, states: “We are glad we chose Arcadis who demonstrates leadership, agility and trust in the partnership it is building with the Société du Grand Paris along the years.”
Ashghal (Qatar Public Works Authority) was about to embark on the delivery of an ambitious multi-billion dollar program. Arcadis led and developed a 5-year social infrastructure program, setting up a Program Management Consultant (PMC) organization which supported their Qatar 2030 Vision, transferring skills and knowledge to help build a nation.
Hamad Medical Corporation commissioned the largest healthcare development in the world - a 300,000m² medical city in Qatar. Arcadis’ Commercially Led Program Management Team helped drive efficiencies in staffing and asset management, despite increasing budget pressures.
When a sports retailer wanted to be recognised as the leading sports brand in Asia they turned to Arcadis to support them in rolling out 15,000+ stores in the region. Our Commercially Led Program Management team helped save over 50% in costs, significantly reduced delivery times, and ensured 100% brand compliance in 17 markets, leading to exponential growth.
Brisbane needed a way to connect the fast growing central business district, northern suburbs and the busy airport. Arcadis, in partnership with the APP Corporation, managed the construction of Brisbane’s Airport Link; Australia’s longest road tunnel and largest infrastructure development. It was completed to the highest standard and ahead of schedule.
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Arcadis assisted with the construction management of the Australia Pacific LNG downstream facility on Curtis Island, Gladstone in Queensland. We have supported ConocoPhillips (acting on behalf of Australia Pacific LNG) in the management of the EPC contractor and the associated subcontractors’ construction activities, during construction, and start-up & commissioning phases of the facility.
Commercially Led Program Management is core to Arcadis, designed to tackle the largest, most complex and iconic challenges in the world. The bigger, more complex and truly iconic the program, the more benefits we can bring.

Risk Management is at the heart of Commercially Led Program Management. We resolutely work to mitigate the threats and exploit the opportunities to create exceptional client value.

“Commercially Led” is why we’re different. It doesn’t start with what we do, but by understanding what our clients want from their investments and why. Only then do we work together to develop a strategy, design programs, define associated projects, then execute to deliver the clients’ objectives.

Arcadis’ Commercially Led Program Managers do more than merely deliver technical services. We lead for BIG IMPACT, steering strategy, managing risks and assuring outcomes. We are strategic partners, integrators, and strong advocates; focused on the outcomes and providing new capabilities to create exceptional client value.

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Commercially Led Program Management is BIG BUSINESS globally across all our business lines; including Portfolio, Program, Project & Construction Management, Construction Supervision, and Commercial & Cost Consultancy; generating roughly ⅓ of Arcadis’ net revenue through ¼ of our workforce.

Arcadis ranks among the Top 5 Program Management firms in the world, with nearly €1 billion in Program Management gross revenue in 2014, and on target to surpass that volume in 2015.

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