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2025 EDITION

3 game-changing insights you need to know

HOW TO WIN AGAINST PROJECT COMPLEXITY



A strategic guide to master project simplicity, proven by 1,000+ clients worldwide.

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Beyond the basics: Surviving the tech complexity





The rising complexity of modern technology projects

Today's technology projects have moved far beyond simple software or apps. As Industry 4.0 transforms businesses at its core, technology teams face unprecedented challenges in managing increasingly complex digital initiatives. Also data shows, by 2024, 90% of all organizations are currently undergoing some kind of digital transformation. Read more to find out why.

Industry 4.0 and digital transformation demands

Gone are the days when companies could rely solely on off-the-shelf systems like **Excel**. Modern businesses need custom solutions that blend software, hardware, and real-time operating systems. This shift means project teams **must coordinate across multiple disciplines**, from mechanical engineering to software development, all while maintaining strict security standards.

Digital technology projects bring together diverse specialists - Project Managers, Engineers, Developers, IT experts, and Customer Service teams. Each group uses **different tools and methods**, making coordination difficult to manage.

Project teams need to manage the development of these solutions while ensuring they **integrate perfectly with existing systems.** This requires careful coordination between development teams, system architects, and business stakeholders.

As software becomes central to core business operations, system reliability is non-negotiable. A single integration error can halt production or disrupt critical business processes. Project teams must plan for continuous operation and rapid problem resolution. This means implementing robust testing processes and maintaining clear communication channels for post-deployment support.

And now, Al has become a crucial helper for managing complex projects. After all, according to the National University, 77% of companies are either using or exploring the use of Al in their businesses. This widespread adoption shows how Al is transforming project management practices. However, implementing Al requires careful consideration of security and data privacy.

What you need to know:

- Technology projects now impact core business operations
- Teams must manage multiple disciplines, methodologies and tools
- System reliability and security cannot be compromised
- Al transforms project delivery and work management





What you need to know:

- Traditional tools create silos
 between teams and processes
- Most solutions can't support both waterfall and agile needs
- Resource management and progress tracking suffer from fragmented data
- Service and development
 teams need better connection

Why traditional project management approaches fall short

While technology projects grow more complex, traditional project management tools haven't kept pace. Many organisations struggle with **disconnected solutions** that create barriers between teams and slow down delivery. Let's explore why conventional approaches no longer meet the demands of modern technology projects.

Limited support for multiple methodologies (Waterfall & Agile)

Technology projects often need **hybrid approach**, combining both waterfall and agile approaches. While hardware integration might follow traditional waterfall steps, software development requires agile sprints. Yet most tools force teams to choose one methodology, creating friction in project delivery and team collaboration.

Here are 4 more constraints why companies need to redefine their project management:

1/ Missing features for modern technology projects

Standard project tools lack vital features for technology projects. They often can't handle source code management, miss deployment tracking, and struggle with bug fixing workflows. This forces teams to create workarounds or juggle multiple specialist tools.

2/ Missing connection between development and customer service

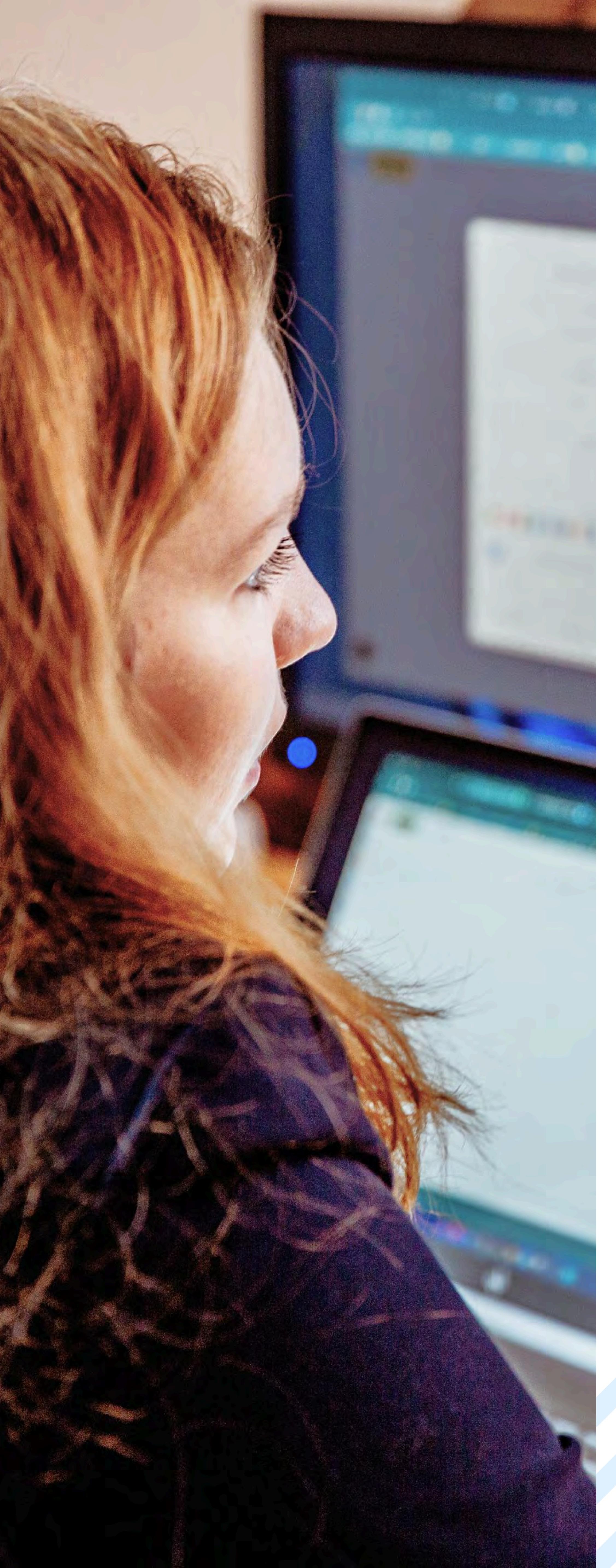
When development teams finish a project, the connection to service teams often breaks. Support staff lack context about implemented features, while **developers miss valuable feedback** from real usage. This gap makes maintaining and improving solutions much harder.

3/ Difficulties with resource management

Most traditional tools can't effectively manage varied technology teams. They struggle to balance specialists across multiple projects, track skills and availability, or predict resource needs. This leads to overloaded teams, **missed deadlines**, and stressed project managers.

4/ Problems tracking project progress

Without unified project data, getting a clear view of progress becomes nearly impossible. Senior managers can't spot bottlenecks early, project managers struggle to provide accurate updates, and teams waste time in status meetings instead of solving problems.



The hidden costs of app-switching—in numbers

of individuals are less efficient

24%

of work is duplicated because of app switching

A hours

per week reorienting themselves after toggling to a new application

Agile or Waterfall? Why not both.



The wrong choice leads to poor project management

Why?

Modern tech projects rarely fit neatly into a single project management approach. While traditional project management wisdom often presents **Waterfall and Agile as opposing choices**, the reality demands a more nuanced perspective. Our research across 1,000+ tech companies reveals that successful organizations are increasingly adopting hybrid approaches, typically using Waterfall for initial project phases and Agile for development and implementation stages.

Also, a survey from 220 experts shows that 60% of PMs are using hybrid methods to deliver their projects. Consider how leading technology service providers implement this hybrid approach. They typically **start with waterfall-style** project planning, workshops, and initial software installation. This provides the framework needed for resource allocation and milestone tracking.

As they move into development phases, teams transition to **agile methodologies for individual** programming tasks and testing, allowing for rapid adaptation to changing requirements. While staying aligned with overall project goals. Learn more about key components in our article.

Resource management in a hybrid environment

One of key challenges is resource allocation. Over 30% of PMs

manage project resources in Excel. However, they need to balance team assignments across both waterfall and agile phases, ensuring specialists can seamlessly transition between different project stages. This **requires a unified view of resource** availability and workload, preventing team overload while maintaining project momentum.

Project montrol & visibility

The success of hybrid project management depends on maintaining clear visibility across all project phases, regardless of methodology. Project leaders need a "helicopter view" that allows them to monitor progress, track resources, and manage risks consistently. This overview becomes particularly crucial when managing multiple complex projects simultaneously, each potentially using different methodological approaches at various stages.

Risk management

Effective risk management becomes even more critical in hybrid projects. Teams must track and mitigate risks across both waterfall and agile phases, ensuring that methodology transitions don't create blind spots in project oversight. This requires robust risk tracking capabilities that work equally well for long-term project planning and sprint-based development cycles.

Client insight:

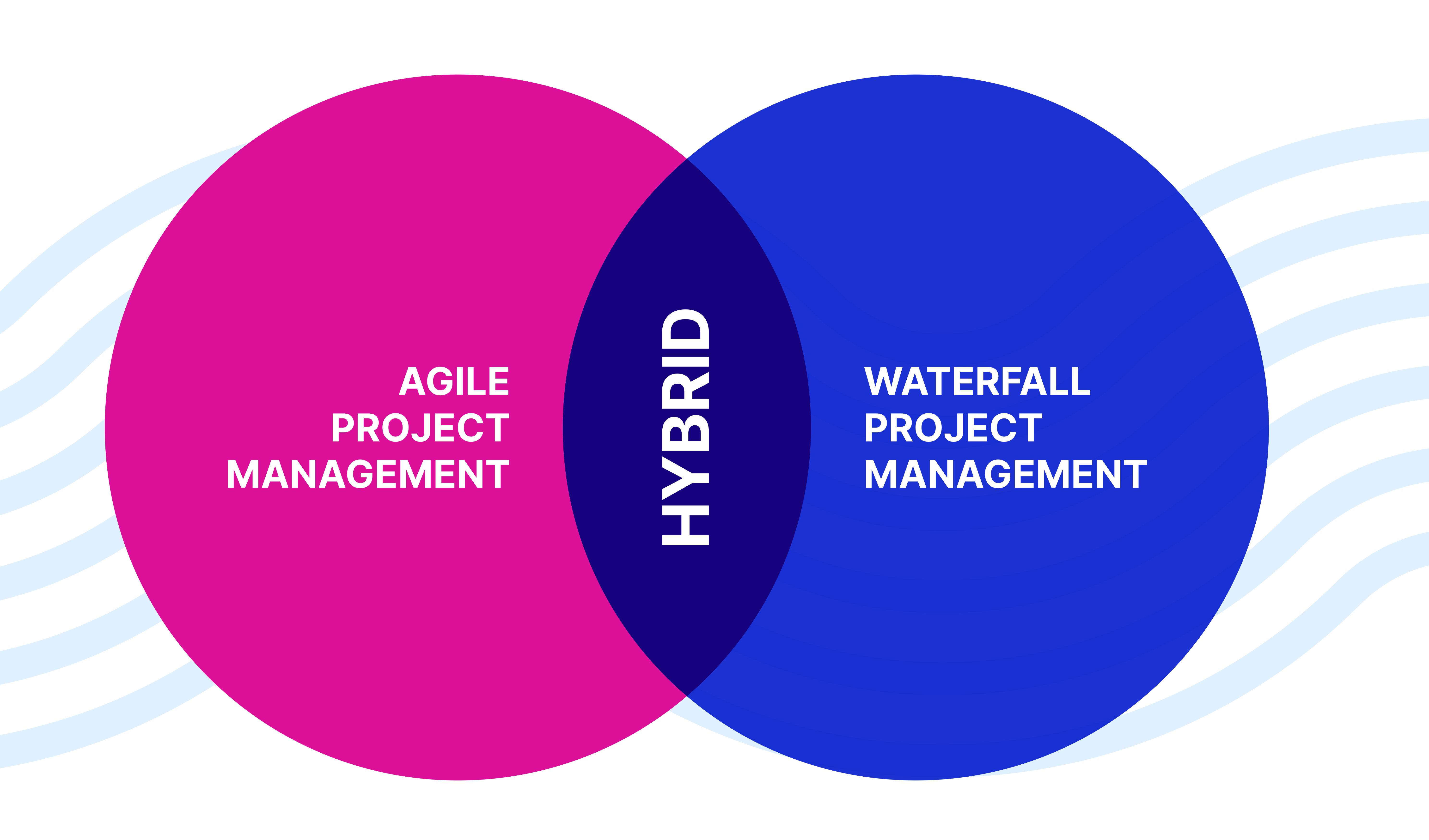
"Approximately 70-80% of our projects are managed using the waterfall model, particularly for initial phases like project planning, workshops, software installation, and configuration.

Agile methodologies are introduced during the latter stages, especially in software testing, customer data migration, and individual programming tasks."





The evolution of project management: Where Agile meets Waterfall



Power of ITSM: Turning support tickets into strategic assets



Bridging projects and operations with ITSM

Why?

The gap between project delivery and ongoing service operations has traditionally been one of **technology management's greatest challenges**. While project teams celebrate successful deployments, service teams often struggle with limited context about implemented solutions. This disconnection frequently leads to extended resolution times, frustrated users, and stressed support teams. Modern technology service delivery demands a closer integration between project execution and ongoing support.

ITSM (IT service management)

It serves as the crucial bridge between project delivery and long-term service operations. When ITSM is properly integrated with project management, this combination transforms from a simple ticketing system into a powerful platform with knowledge engine that captures and utilizes project insights throughout the entire service lifecycle. This integration ensures that **support teams have immediate access** to project documentation, technical specifications, and implementation details when addressing user issues.

The real power emerges when project teams and service desk personnel work within the same environment. Support tickets can be directly linked to project tasks, allowing seamless escalation from service desk to development teams when needed. This connection eliminates the traditional "throw it over the wall"

mentality that often exists between project and support teams, fostering better collaboration and faster problem resolution.

Knowledge sharing & Asset management

Success depends heavily on effective knowledge management. Each project generates **valuable insights**, configuration details, and technical documentation that must be preserved and made accessible for future support and maintenance.

Integrated ITSM solutions solve this challenge by connecting project artifacts with the service knowledge base.

Project teams benefit from insights gathered through support tickets, helping them avoid known issues in new implementations. Meanwhile, service teams gain the context they need to provide more effective support, creating **kaizen improvements** and **knowledge sharing**.

Pro tip from client:

Instead of juggling multiple tools and losing context between project completion and support phases, teams now work in a unified environment where project documentation, tasks, and service tickets coexist.

As one Project Manager client noted, "Easy Redmine provides a comprehensive, global overview of all projects within a single platform," allowing teams to smoothly transition from development to support.

The result?

Faster issue resolution, effective resource allocation, and no more disconnected silos between project and service teams.



Finally connecting developers with business projects



Breaking down the developer-project barrier

Why?

The traditional disconnect between software development teams and project management has long been a **source of friction in technology organizations.** Developers work in version control systems and IDEs (Integrated Development Environments), while project managers track progress in separate project management tools. This separation creates information gaps, delayed updates, and missed dependencies.

The result?

Developers context-switch between tools, project managers struggle to get accurate status updates, and stakeholders lack real-time visibility into development progress.

Technology projects require seamless integration between development activities and project management. When source code management connects directly with project tracking, developers can update project status from their familiar development environment. This integration eliminates the need for duplicate status updates and ensures that project timelines reflect actual development progress.

For instance, when a developer commits code, their project tasks automatically update, providing real-time visibility to project managers and stakeholders.

Organizations gain unprecedented traceability between business requirements and code changes.

Project managers can track which code changes relate to specific project requirements, while developers maintain clear links between their work and project objectives.

Development-driven business project objectives

The connection between development and project management also strengthens security and compliance efforts. Every code change maintains its link to project requirements, making it easier to demonstrate regulatory compliance and track security-related modifications. When stakeholders need to understand why certain changes were made, **teams can quickly trace code modifications** back to specific project requirements or security initiatives.

Practical tip how to cut software costs:

While many organizations pay double licensing fees for both project and source code management tools, you can approach a smarter way.

For example, a 50-developer team could save up to \$17,400 annually on GitLab Premium licenses. And integrate it with PM tool. Win-win scenario.

How? By choosing an onpremises solution, you can
leverage GitLab's self-hosted
version integration, potentially
saving thousands in annual
licensing costs.





Digital transformation roadmap - checklist



Digital transformation roadmap - checklist

1# Phase: Planning

Map current tools and workflows in your company:

- Project management tools / Task management tools
- ITSM tools (service tools, knowledge tools, asset management tools)
- Development tools (repositories, agile tools, test cases)
- Analyze current project methodologies and team preferences
- Analyze licensing costs and renewal dates
- Calculate potential savings from tool consolidation into all-in-one tool
- Deployment (on-premises/cloud)

3# Phase: Integration

Connect your systems:

- Integrate source code management (GitLab/GitHub)
- Set up ITSM connection for ticket management
- Configure knowledge base and documentation links
- Establish resource management framework

2# Phase: Setup

Foundation building:

- Deploy project management dashboard
- Configure hybrid methodology into your workflow
- Set up initial user roles and permissions
- Import your existing project templates and data

4# Phase: Setup

Bring your teams onboard:

- Train project managers on hybrid methodology features
- Onboard development teams to integrated workflows
- Set up service desk processes and knowledge sharing
- Configure automated reporting and dashboards



456%

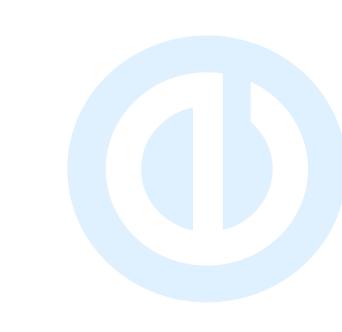
higher efficiency

resource savings

improvement in teamwork

cost savings

based on your current solutions



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Easy Redmine offers an adaptive project and work management suite tailored for today's technology teams that must manage increasingly complex and varied projects. Our suite seamlessly integrates projects & tasks, IT service management, and source code management. Trusted by 1000+ satisfied technology services and enterprise customers, Easy Redmine supports successful digital transformation and Industry 4.0 initiatives.

$$1000+ - 100+ - 15+$$
Companies Experts Years of Existence







e-on BOSCH GLS. Panasonic



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Take the next step

Ready to transform how your organization handles complex technology projects? Start your journey with a free trial or schedule a personalized demo to see these capabilities in action.

www.easyredmine.com

