



case study
**The Norwegian
Opera**

**“A masterful
performance requires
masterful planning”**

Paul Curran, Opera Director

It takes a strong planning tool to orchestrate complex performances

The key challenge of The Norwegian Opera is to make sure the right people are on the right locations at the right time – every time. Maconomy helps the Opera address this demanding challenge.



“It’s fantastic to work with Maconomy. They understand the unique needs and challenges of The Norwegian Opera”

Knut Brotnow, IT Manager

From idea to standing ovation

Planning a performance like Tosca or Carmen represents a vast resource challenge in an environment where a spontaneous, standing ovation from the audience is the only acceptable result.

A tool of genius

For many years, The Norwegian Opera had put their faith in the planning power of static Excel sheets and manual systems to plan its large productions. Frequently these productions were organised and stored in the minds of key personnel. But when the Opera moved to its new, fabulous location, a new planning system was required.

“People Planner gives us increased control throughout the organisation. Our organisation has always been characterised by a high level of flexibility. We have to make changes all the time, and we need a system that supports our demands.

People Planner is very, very good at providing a visual picture of the planning landscape. It also gives us the user-friendliness, calculation features and instant alert functions that we wanted.

The overall idea and scope of the People Planner solution is great – it’s a tool of genius,” says Knut Brotnow, IT Manager at the Norwegian Opera.

Solving the resource puzzle

Large opera performances involves soloists, choristers, musicians, instructors, costume sewers, painters, technicians, transporters and stage crew in addition to a variety of training locations, stage sets, costumes, support functions and administration staff. These are just samples of all the factors that must come together in perfect harmony before curtain call.

“It can best be described as an enormous puzzle in which the different pieces keep changing their appearance,” says Knut Brotnow.

The Opera in Brief

Overview

The Norwegian Opera is the largest stage for music theatre and dance in Norway. The Norwegian Opera was founded in 1957 and gave its opening performance in 1959.

Size and Location

600 employees (Oslo, Norway)

Success Criteria

- Optimise use of people and locations
- Give employees real-time overview of plans and schedules
- Gain complete control of budgets and costs of productions



Visualising opportunities

The planning of the annual programme for the Norwegian Opera starts in February each year, and the time frame for the planning is two years into the future. In the beginning of the planning period it is important to get an overview of the different scenarios for combining various productions that are planned throughout the year.

"People Planner helps us organise and sort out the planning problem in a visual, intuitive and transparent way. It provides a high degree of predictability and simulates the different scenarios," says Knut Brotnow.

Getting key performers on board

Today soloists and choristers, the most visible parts of a performance, use People Planner to view their assignments. All production participants know where to be at all times, which means less time wasted. The rest of the organisation will soon follow the lead of the artists.

"The process will go on for many years. It is not a process that will be completed by a specific deadline. That is an important point to make if you want to change the mindset of the organisation on planning and organisation of resources. This kind of organisational change takes time," says Knut Brotnow.

"The overall idea and scope of the People Planner solution is great – it's a tool of genius"

Knut Brotnow, IT Manager

Integrated solution for seamless changes and budget control

The Norwegian Opera required an integrated ERP solution that would allow them to plan, execute and follow up on productions in real-time. They use Maconomy as an end-to-end solution to control their finances, budgets, time registration, and resources. This means that production changes can be made in real-time and that they are reflected universally in the system as soon as they are made.

The Maconomy solution enables tight budget control, which is crucial to a state-funded organisation like The Norwegian Opera. Budgets are allocated annually and must be balanced accordingly. The seamless integration between finance, projects and resources has given the Opera full real-time visibility into the budget status of all productions.

A constructive business partner from day one

Knut Brotnow is also pleased with the ongoing relationship with Maconomy.

"It's fantastic to work with Maconomy. The company has been constructive from day one and has made the necessary decisions in order to get things done. They understand the unique needs and challenges of The Norwegian Opera," says Knut Brotnow.

"In the years to come, there is no doubt that People Planner will take on an important role on the Norwegian opera scene."

How to Execute a Large Production

Planning and scoping

A production is set up as an individual project in the Maconomy system. The resource scope is entered into the seamlessly integrated resource planning tool People Planner.

Staffing the production

The production manager selects the appropriate people, rooms and equipment in People Planner according to their availability.

Reminding people where to be

To save valuable time, the SMS service automatically informs the affected people when last-minute location changes are made in Maconomy People Planner.

Keeping the budget on track

Production managers and finance staff has full visibility of budgets on all productions in real-time. This helps the Opera avoid budget overruns.

ERP Solution and Modules

Projects/Finance:

Maconomy Consulting Solution

Customer Relations:

Maconomy CRM module

Human Resources:

Maconomy HR module

Business Intelligence:

Maconomy AnalytiX

Resource Management:

Maconomy People Planner

organic business solutions

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