Sensei

CASE STUDY

UniSuper

UNISUPER TRANSFORMS PROJECT MANAGEMENT WITH ALTUS

UniSuper, one of Australia's leading superannuation funds, has significantly enhanced its project management capabilities with the implementation of Altus, a Microsoft Power Platform-based solution from Sensei. Transitioning from fragmented tools and rigid systems, UniSuper now benefits from a centralised, customisable platform that delivers real-time insights and supports its strategic vision of Scale and Simplification.

As the organisation continues to optimise its use of Altus, it experiences improved visibility, flexibility, and user engagement across its project portfolio.

For more than 40 years, UniSuper has been managing super for people employed in the higher education and research sector. UniSuper manages approximately $149 billion in assets for more than 650,000 members (as at 31 December 2024). With a commitment to delivering value for its members, UniSuper oversees a dynamic portfolio of projects, ranging from small initiatives to multimillion-dollar undertakings, totalling approximately $60-70 million annually.

COMPANY NAME
UniSuper

INDUSTRY
Superannuation

LOCATION(S)
Australia

SITUATION

Prior to Altus, project management at UniSuper was hindered by disparate tools, heavy reliance on Excel spreadsheets, and a rigid, off-the-shelf solution that lacked flexibility. As a result, UniSuper PMO Manager Chi Keen Low explains, "We couldn't get the information we needed. Every team wanted to slice and dice data differently, and our systems just couldn't keep up."

The lack of a consolidated platform made it difficult to achieve visibility across projects, customise reporting, or adapt to evolving organisational needs. Additionally, changing data consumption requirements for varied audiences within the organisation further complicated matters.

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Whiteboards and manual processes further compounded inefficiencies, limiting the ability to scale and communicate effectively.

Recognising these challenges, UniSuper sought a solution that could centralise data, enable customisation, and support dynamic reporting, within a broader digital transformation strategy. Following a competitive RFP process, Sensei and the Altus solution was selected for its flexibility, robust integration with Microsoft Power BI, and ability to deliver value for UniSuper's members.

SOLUTION

Sensei took a collaborative and phased approach to deploying Altus, ensuring alignment with UniSuper's unique requirements. The implementation began with data migration from legacy systems, followed by extensive stakeholder engagement and tailored training sessions for project managers, PMO staff, and other users.

Altus' foundation on the Microsoft Power Platform allowed UniSuper to customise workflows, labels, and reporting to suit its needs, addressing the rigidity of previous tools.

However, the transition to production presented inevitable challenges, notes Low. "Nothing goes perfectly on day one in a major software implementation," he notes, adding that the test of vendor and solution is more about how issues are handled, rather than their existence.

Issues such as incorrect permissions, unexpected integration hurdles, and the need for label adjustments surfaced, providing an opportunity for Sensei's team to shine. Responding with agility and working closely with UniSuper, the platform was refined and customised through iterative tweaks. From adjusting terminology to enhancing access controls, these changes ensured Altus aligned with UniSuper's operational realities.

A key component of the rollout was change management. Sensei provided persona-based training modules within Altus, enabling users (which include 20 to 30 project managers, 10 to 15 PMO staff, up to 5 Risk Managers, multiple report users and hundreds of timesheet submitters) to learn the system in a test environment. Regular feedback sessions and support groups helped address teething issues, fostering user adoption and confidence.

Low remarks, "We provided plenty of support and change management to get our people on board with Altus... We also made sure it was the only solution available for project management, which really helped drive adoption!"

> *"Altus has delivered real, tangible benefits. Project visibility has improved significantly, which helps us make better decisions and allocate resources more effectively. The drop in complaints about information access shows just how engaged our teams are—they rely on Altus every day."*
>
> *Chee Keen Low, PMO Manager, UniSuper*

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BENEFITS REALISED

Since going live, Altus has become a critical enabler for UniSuper—streamlining processes, improving visibility, and providing a single source of truth. With high user adoption and seamless integration, it supports better decisions and aligns with UniSuper's goals of Scale and Simplification.

CUSTOM INTEGRATED REPORTS
Allowing tailored insights via seamless Power BI integration.

STREAMLINED PROCESSES
Through built-in business case templates and timesheet tracking.

IMPROVED PROJECT VISIBILITY
Enabling better decision-making and resource allocation.

HIGH USER ENGAGEMENT
With reduced complaints and teams relying on Altus daily.

RESULTS

Since going live, Altus has transformed UniSuper's project management landscape. With over 200 projects already delivered and around 60 projects a year with an annual value of $60-70 million under management at any time, UniSuper now benefits from a single source of truth.

"We used to hear complaints about not getting information," Low says. "Those complaints are gone. Now, if there's any issue with access to Altus, people say they're going home – it has become that crucial to our everyday operations."

The platform's flexibility has proven invaluable to an organisation where requirements for reporting and data consumption are in constant flux among a wide user base. Altus allows UniSuper to customise reports and integrates seamlessly with Power BI, enabling teams to slice and dice data to meet individual needs.

Features like built-in business case templates and timesheet tracking have streamlined processes, while ongoing enhancements—driven by user feedback—ensure the system evolves with the organisation.

Qualitatively, Altus has delivered significant benefits, confirms Low. He says project visibility has improved, enabling better decision-making and resource allocation. The reduction in user complaints around information access reflects high engagement, with teams actively relying on Altus for daily operations.

Low emphasises the cultural shift: "We've seen issues move from people having problems finding what they need, to giving feedback where they are seeking more from the system. It's a good place to be, because it means we're equipped to keep improving Altus for our people."

The implementation has also aligned with UniSuper's strategic goals of Scale and Simplification. By consolidating project management into one platform, UniSuper has laid a foundation for future growth.

Meanwhile, lessons learned—such as the importance of delving into granular details like end-of-month processes—have informed other enterprise projects, reinforcing the value of thorough preparation and careful delivery.

Reflecting on the partnership, Low praises Sensei's team: "They've been fantastic—accommodating, collaborative, and always ready to propose solutions. If all our vendors were like Sensei, life would be easier," he smiles.

As UniSuper continues its digital transformation, Altus remains a cornerstone, proving that the right tool, paired with the right partner, can turn challenges into opportunities for innovation and efficiency.

CONTACT INFORMATION

1300 SENSEI

LetsChat@Sensei.Cloud

www.sensei.cloud

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