

DATA SHEET

The team of experts from Cincom's Professional Services works with organizations from around the globe to help them define a framework that guides them from project planning and implementation to highly successful results.

"Cincom's Professional services gives real value in a marketplace where every dollar counts."

– Mike Hanlon, Business Analyst,
Praxair Surface Technologies

" ... After seeing numerous of these implementations, one element seems clear to me. Cincom has staff that sincerely cares about their clients."

– Milton L. Cummings, ERP Project
Manager, Litton EOS

Project Management Services

A solution for helping clients succeed



Project Planning Services

It is often said, "If you fail to plan, then you plan to fail." Studies show that over 50% of all IT projects fail. It's no surprise that most failed projects – particularly the ones that organizations repeat every few years – are flawed because the planning was weak or never attempted. Planning of a project is no easy task, but it is one of the most critical.

The success of a project will critically depend upon the effort, care, and skill that are applied in planning. Planning ensures that projects are implemented in a quality, cost-effective manner, and is key to avoiding costly mistakes. It ensures that the business objectives and success criteria are met. Good project planning ensures a common understanding and acceptance of the project goals and of the means to achieve them. Planning is an iterative process throughout the project's life moving from general statements of objectives toward the detailed description of: what, when, and how work will take place; who will do the work; and what it will cost.

Cincom's Professional Services Organization has extensive experience and success in project planning. Cincom provides expertise to develop a comprehensive project plan that defines the framework for a successful project that meets the customer's business objectives and success criteria. This framework ensures that the customer has an ongoing, clear understanding about:

- The requirements of the project
- The project deliverables/acceptance criteria
- What work has to be done and who does it
- The process for monitoring project status – no surprises!
- The process for identifying and escalating issues and determining who is responsible for resolution
- The process for controlling potential changes

To develop a comprehensive project plan, Cincom works closely with the customer and follows a series of disciplined steps:

1. Define (visualize) the project.
 - Charter
 - Scope
 - Deliverables
 - Organizational interfaces
2. Develop a Work Breakdown Structure (WBS).
 - Task name and description
 - Assumptions
 - Skills required
 - Precedence relationships and task sequence
 - Resources required, e.g., equipment, personnel, facilities
 - Dependencies
3. Define the major milestones.
4. Gather estimates for the tasks.

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5. Develop a schedule.
6. Identify the resources for the plan.
7. Identify the risk, risk avoidance, and contingency plan.
8. Establish controls by defining standards and procedures for:
 - Means, frequency, and recipients of communication
 - Monitoring and reporting
 - Issue resolution
 - Change management

In summary, Cincom's Project Planning Services can help organizations successfully plan projects to meet critical business objectives.

Project Audit Services

As previously mentioned, studies show that over 50% of all IT projects fail. A project can fail due to a number of preventable causes such as:

- Lack of a common and clear understanding of the project's requirements such as success criteria
- Poor planning
- Not understanding the detailed work that has to be completed
- Poor understanding of individual roles and responsibilities
- Lack of processes to:
 - Identify/resolve/escalate issues
 - Control inevitable change
 - Monitor and report progress and risks
- Lack of timely, accurate communication
- Poor project execution

Cincom provides a formal Audit Service that can improve the likelihood of a project's success through a thorough assessment, identification of improvement areas, and recommended remedial actions. This service is aimed at projects that are either in the early planning stages or where the execution has already started.

An experienced project auditor will review all project documentation, interview project participants, review the existing project management processes, and assess risks. As a result, a formal Audit Report will be developed that includes the findings and recommended corrective actions. This report is then presented to the customer for subsequent action by their Project Manager.

Cincom is providing its extensive project experience to assist customers in improving the likelihood of their project's success and achieving their business objectives.