

## Information Technology Case Study

PM-Partners group Delivery, Advisory and Capability Services

## Shared Services & Transformation capability

PM-Partners group have been working with this specific Information Technology Organisation in ANZ and Asia Pacific for over 13 years with primary services being programme and project delivery. More recently they have leveraged additional services, namely Advisory (PMO, PM Framework Methodology design and implementation, Project Health Checks and Post Implementation Reviews) and Capability Development and Training. As part of the long standing relationship, PM-Partners group provide the following value added services;

- » Capability Development (PMO and PM Framework)
- » Governance & Support
- » Project Delivery
- » Training Credits (1% of invoiced revenue per month)

PM-Partners group have dedicated Service Delivery Managers working closely with the client's Management Team to improve the quality of professional services in particular project management and reduce the level of risk associated with client engagements. The PM-Partners group Service Delivery Managers are actively involved in;

- » On-boarding and induction of new resources
- » Revenue recognition audits and risk mitigation
- » Transition management for new resources and short term backfill for leave coverage
- » Project Assurance against A Guide to the Project Management Body of Knowledge (PMBOK® Guide) PM Framework
- » Fortnightly review of Project; RAG status, profitability, revenue forecasting, customer satisfaction and ISO 9001 compliance.