

# PROJECT & PROGRAM MANAGEMENT OVERVIEW

Project management focuses on the delivery of a single project, program management coordinates multiple, related projects and operations toward achieving a common strategic objective. Whereas program management is about defining and achieving organizational objectives through the management of complex projects and resources. The following is a list of our services:

## PROJECT MANAGEMENT:

- Scope Statement
- Plan development & Execution
- Time Management
- Cost Management
- Delivery Management
- Quality Control
- Issue & risk Management
- Resource & Team Management
- Project Communications

## PROGRAM MANAGEMENT:

- Leadership and Communication
- Strategic Planning & Roadmapping
- Business Outcome Measurement & Alignment
- Stakeholder Management
- Integration and Governance
- Financial Management
- Resource Planning
- Quality Assurance
- Vendor & Third-Party Management
- PMO Infrastructure Management

## COMPLEX SITUATIONS SNAPSHOT

### PROJECT MANAGEMENT | CUSTOMER EXPERIENCE PROGRAM IMPROVEMENT

In an attempt to improve customer experience, a global Fortune 100 technical organization engaged SolomonEdwards for project management assistance in the early stages of implementing a text analytics program to analyze market research feedback. SolomonEdwards' provided a seasoned Project Manager who joined the client's project team in intensive training on the new platform and development of models already in progress.

SolomonEdwards simultaneously provided project management, process development and documentation, while helping the client to develop models and build dashboards. These analytics helped to uncover insights that had been previously unavailable to the client by providing a method of quantifying text data, determining the sentiment of the data, and understanding the unstructured text data relative to structured data.

### PROJECT MANAGEMENT | CREDIT CARD PORTFOLIO CONVERSION

SolomonEdwards supported a multinational financial services corporation with the complex issues inherent in purchasing, onboarding and converting a cross-network credit card portfolio, efficiently providing flawless technical and servicing execution, and delivering a seamless onboarding experience, with frequent, clear communications and minimal disruption to customers.

### SALES ENABLEMENT | PMO MODEL

Following a significant sales force reorganization, our global technology client needed an aggressive approach to drive change among sellers. Our Managed Service solution included establishing a Program Management Office model (PMO) to lead the cross-functional effort. The PMO included a lead and tactical support to help engage stakeholders across the business, and organize a team to drive the required work. The PMO guided the work of the tracks, ensured consistent messaging across the program, engaged executive stakeholders, and reported to leadership funding the initiative.

## MEET SOME OF OUR EXCEPTIONAL PEOPLE



### ANN HOOK

Throughout her 30-year, Ann has established herself as a strategic leader in the professional services industry. Having worked for the Big Four, mid-sized consulting firms and US based and international corporations, Ann has successfully led large business units and enterprise-wide transformation initiatives. Her expertise and passion is to effect positive transformational change by engaging people to do things they may not have thought possible.



### SCOTT KAMRATH

Scott Kamrath is the Director, Strategic Accounts for SolomonEdwards. His versatile expertise in sales and delivery of integrated software solutions to enterprise customers allows him to manage multiple engagements encompassing sales support, SOW development, delivery assurance/client satisfaction and consultant management. Scott's areas of expertise include: project, program and portfolio management, program & project delivery, program management office, business process redesign/improvement and media and technology.

FOR MORE INFORMATION, VISIT [WWW.SOLOMONEDWARDS.COM](http://WWW.SOLOMONEDWARDS.COM)