

OVERVIEW



In 2006 PMPartners was asked to conduct a worldwide PMP certification programme for a major global telecommunications provider. The success of this and subsequent programmes has led to the development of a flexible and trusting relationship which has one goal in mind: the achievement of our client's sustained project and programme success.

PMPartners has achieved this through the design and implementation of a diverse and ongoing project portfolio, making use of our wide range of service offerings to bring our client unprecedented project visibility and control.

CUSTOMER PROFILE

- Customers: 174 million
- Turnover: €52 billion
- Major Services:
 - Fixed-line voice & data
 - Mobile telecommunications
 - Broadband, VPN, IP telephony
 - IT Outsourcing & Business Services
- Global Presence: 174 countries, 5 Continents

ASSESSMENT

PMPartners conducted **workplace competency assessments** with Project Managers in 2 key global regions and discovered that our client had good people but were not working consistently. Furthermore there were skills gaps in key areas which correlated with **project assurance** data.

SOLUTION

PMPartners developed a series of **focused training workshops** targeting the areas of organisational weakness found in the assessments. This training has been rolled out to over 70 project managers so far.

In addition, the client's **project management methodology** was refreshed to bring relevance and practical application to everyday work. New controls have been brought in to ensure a better understanding of stakeholder engagement, change control, risk management and vendor management.

A new **programme management methodology** was developed and implemented to provide a structure around large outsourcing programmes and better management of complex project portfolios.

CUSTOMER BENEFITS

Better *visibility* over projects means:

- Project prioritisation
- More efficient resource allocation
- More informed decision-making
- Increased project profitability

Better *control* over projects means:

- Stopping issues before they happen
- More deadlines met
- Increased customer satisfaction
- More motivated staff

TESTIMONIAL

"We initially brought PMPartners in to run some certification training but, since we have worked with them we have noticed a real change in our business. Activities are going great and we are all very pleased with the development and content of the program. As always, it is a pleasure working with PMPartners team members"

- Head of Project Management, North American Region

PMPartners LTD

Tel: (+44 0)1962 280019 Web: www.pmpartners.co.uk
12 Southgate St, Winchester, Hants, UK SO23 9EF

For Further Information, or to make a booking call us on +44 (0)1962 280019 or send an email to info@pmpartners.co.uk