

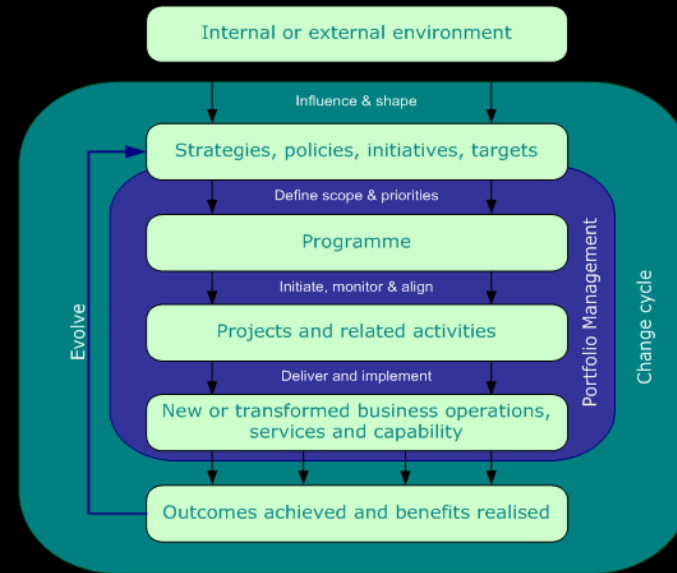
# Programme and Project Management

# Programme Management Competences

## Programme and Project Management

### Competences

- Telco programme and project - deep knowledge
- Aligning strategic change, Programme delivery and project execution
- Programme portfolio management
- Governance and quality assurance
- Business change management



### Programme Delivery and Governance

#### Key Programmes

- Major network uplifts and rollouts
- New product introduction (NPI)
- Data Centre design, implementation and migration
- Complex BSS integration projects
- NMC and OSS systems

#### Key Facts

- History of successful programme / project delivery across all Reply businesses and technologies
- Chosen to provide full programme leadership and governance for major Mobile operators
- Execution of challenging projects with regard to functional complexity, architectural design, and special attention to TTM and cost effectiveness

#### Key Evolutions

- Cloud Computing
- Virtualisation
- BOSS Evolution
- Next generation networks
- Mobile applications -iPhone, iPad, Android and Bada
- Mobile/media convergence
- Social networking

# Industry Challenges and Reply's Approach

## Challenge

- Lack of senior leadership and sponsorship of key programmes
- Delivering programmes across highly political, fragmented organisational Silo's
- Alignment of common resources to deliver
- High rate of business change
- Speed to market for new products and services



## Reply's Approach

- Clear and focused governance structure
- Programme context alignment with strategy
- Early engagement with senior stakeholders
- Domain delivery mapped to organisational structure
- Open and transparent communications across domains for delivery



# Programme Management



## Reply's Credentials

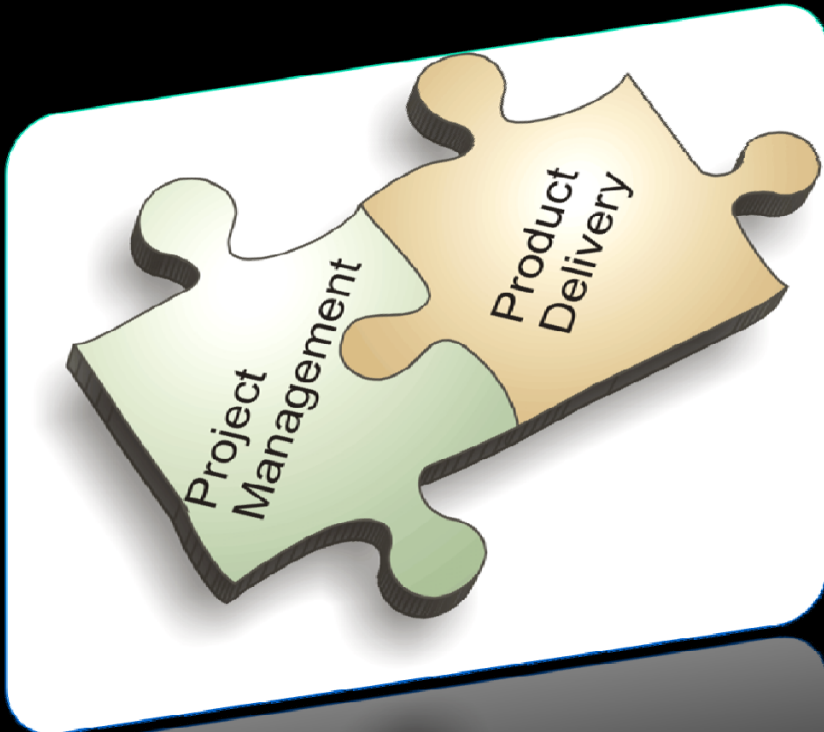
- Deep knowledge on fixed and mobile Telco environments and related challenges
- Strategic Leadership, aligning programme delivery and portfolio execution with business goals
- Delivering key new products, requiring multiple work-streams in complex environments
- Major OSS/BSS transformation, including governance of key vendors and system integrators
- Critical Network upgrades and service migrations
- Managing smooth business integration for acquisitions and joint ventures
- Rescue services for failing programmes and projects



# Project Delivery Excellence

## Reply's Approach

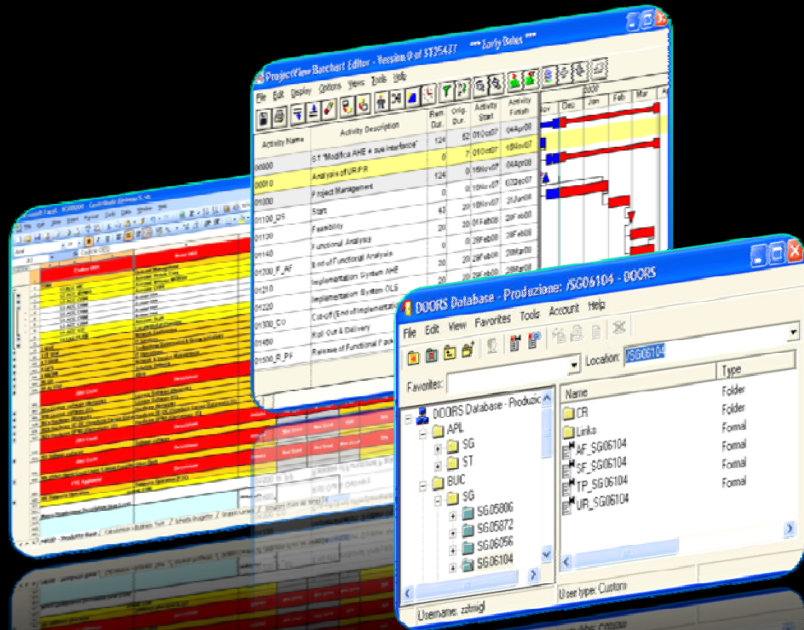
- Clear and focused project objectives and well-defined delivery approach
- Early engagement with stakeholders to gain commitment and build project team
- Collaborative planning and impact analysis, based on full work-breakdown structure
- Early risk assessment and management, coupled with clear communication
- Focus on scope creep and change/configuration management, but taking the opportunity to include positive changes
- Close vendor and work-package control and management
- Clear reporting and cost control
- Project closure and benefits realisation management



# PMO and Governance

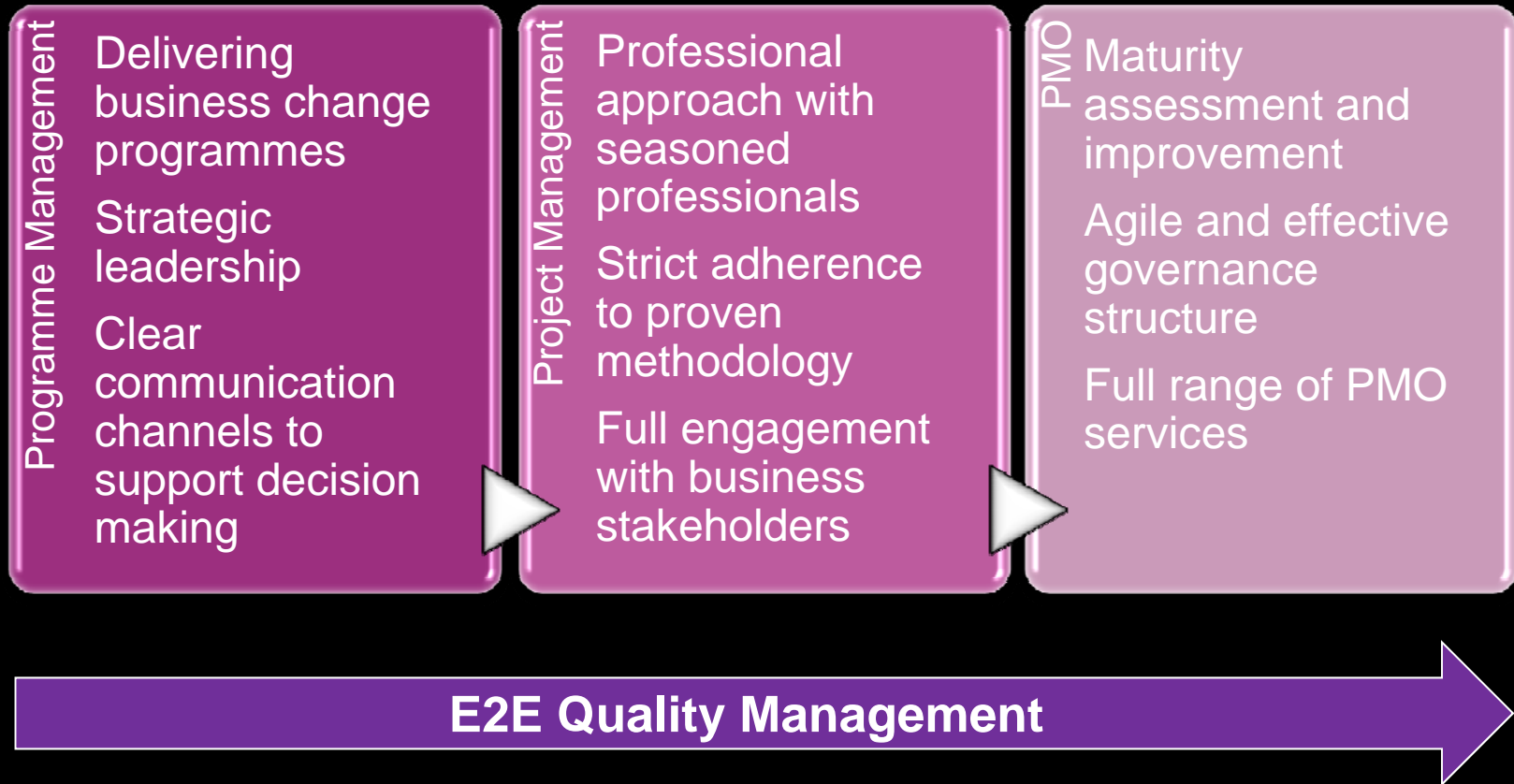
## Reply's Services

- Programme and project management process and organisational maturity assessment and improvement planning
- Guidance on appropriate methodology (Agile or Waterfall) as best fit with business strategy
- PMO organisational model development
- Governance process definition
  - Monitoring and control
  - Decision analysis and resolution
  - Reporting and management support
  - Financial analysis, review and support
  - Issue, risk and dependency management
  - Change and configuration management
  - Quality Control
- Training and familiarisation in best practices



# Sytel Reply's PM Capabilities

Sytel Reply's proposition consists of:



Thanks

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