

“AAP3’S PROJECT MANAGERS HAVE I.T. EXPERIENCE THAT IS INVALUABLE TO US”



Service provided to:

EMEA Head of
Project Management

Build-to-order Project Management

Comprehensive and customised project management services; whether you need short term project assistance or long term PM as a Service

UNIFIED COMMUNICATIONS LEADER

The client is an industry leader in unified communication and collaboration solutions, with a strong portfolio of telepresence, video, and voice solutions and services. They have a large customer base of over 415,000 including the fortune 100.

ISSUES TO BE RESOLVED

The client required additional Global Account Project Managers, Project co-ordinators and administrative support to help deal with the high demand and a huge backlog for their solutions. In their efforts for continuous business improvement and to meet the requirements of their growing customer base, they needed to rapidly align their resources and expand their PMO (Project Management Office).

Their need for Project Managers (PM) was clear to deliver a range of projects working globally with their top tier customers. Projects cover End Point Installations, Infrastructure Implementation, Unified Communications Coverage (UCC), Custom Professional and Immersive Telepresence (ITP) projects and much more.

ACTION TAKEN

We have built up a PMO hub with a wealth of ‘real’ IT project experience. Our Project Managers have a minimum of 5 years’ experience and are PRINCE2 & ITIL accredited. From this pool of resources, we were able to select PMs based on their experience of similar projects.

There are several steps which we have taken to ensure they receive the best possible service.

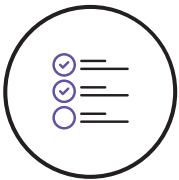


CLIENT FEEDBACK

“aap3’s Project Managers have I.T. experience that is invaluable to us, having understanding of the challenges we face with infrastructures and the specific equipments requirements makes are partnership a real game changer in enterprise level deployments“

- EMEA Head of Project Management

WE HAVE TECHNICAL AND NON-TECHNICAL PM'S AVAILABLE. INTERESTINGLY, NON-TECHNICAL PM'S THRIVE HERE AS THEY DO NOT BECOME HEAVILY INVOLVED IN THE SOLUTION CONSULTANT ACTIVITIES AND THEREFORE REMAIN FOCUSED ON PROJECT MANAGEMENT.



MANAGED SERVICES

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.



ACTION TAKEN (CONT.)

Rapid deployment – Resources were quickly deployed into the client and were able to have an immediate impact.

Scalability – As more resources were required, we were able to meet the demand utilising the well-established pool of PM resources.

Pipeline Management – We applied an optimised process, criteria and relating metric required to maximise our team's potential to meet agreed SLA's. Focusing on project value, turnaround time and number of concurrent projects required at any one time.

Established an on-boarding process for our PMO resources – Created and implemented a training plan and training modules for seamless introduction of new Project Office members.

RESULT

We believe that our key contribution to a PMO is the wealth of diverse project experience that our PM's bring with them, enabling individuals to bring a new perspective and new ideas, driving productivity and, ultimately, revenue.

Our strengths have ensured that we have brought the maximum benefits to the client which include, best practice solutions, continuous service improvement, excellent customer service, and reduction in the sell to revenue recognition cycle time.

CONTACT US

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.