

## PROJECT SUCCESS THROUGH MEASURABLE CONTROLS

*Nowadays, the complexity of services and products as well as their development is growing fast. At the same time we are dealing with increasing quality requirements and massive pressure on time and expense budgets. Today the general conditions in contract specifications include a shorter time-to-market with reduced resources. Under these circumstances a professional software-based project and resource management is essential to keep projects under control.*

### Basic Project Management

Whether large-scale construction projects or publicly effective new developments: One look into workaday life clearly shows that time and expense budgeting often gets out of hand. Next to losing one's reputation, delayed scheduled delivery dates and therefore downgrades in customer relationships are the consequences. The Worst Case situation leads to contract penalties or completely aborting the program. These facts also count for projects that are not in the public's eye. Recent surveys show that currently set delivery dates and budgets are exceeded by a range of 100 % to 200%. In comparison: A deviation of less than 30 per cent is classified as "good", an error rate exceeding 25 per cent is labeled "acceptable". These statements and figures clearly expose how important it is to secure proper project preparations as well as controlling them continuously. To methodically conduct a project, several vital parameters have to be taken under consideration.

Most important, the project has to be organized and planned adequately; development specifications as well as a continuous target-performance-control have to be precisely set. That also includes a specified resource management. Defining the end of a development term as well as determining definite objectives is an essential component for project management.

### Basis: Integrated Systems and Established Standards

Project and resource management are the basic principal for handling projects appropriately, on schedule and within expenses and therefore they are critical components of corporate success. The market offers a multitude of solutions that are supposed to support businesses in operating in a structured manner. However, a number of solutions on the market have a crucial confinement. They are constructed as proprietary systems and hard to implement into corporate-wide structures – which leads to negative impact on acceptance. Especially for service providers with a larger number of clients it is inevitable to provide a project and resource solution that is capable of being fully integrated. Service providers have to be flexible in appointing their employees without their efficiency suffering damage. Therefore a solution covering as many business divisions as possible provides the most benefit. The ideal management tool serves all business areas from inventory management to customer management down to a company self-generated communication platform and human resources.

## **The Perfect Solution for Project and Resource Management**

Microsoft Dynamics CRM 2011 provides the adequate foundation. ProMX developed the perfect Project and Resource Management solution – proMR 2011. The result is an overall scalable project management solution that supports businesses in all ranks from planning projects down to accounting. In addition to the classic project management the proRM 2011 developers integrated solutions for amongst others resource management incl. skill management and a resource availability control. The overview on project status, expenses and revenue is guaranteed at all times due to a human-engineered activity recording. The solution includes SOA interfaces and therefore provides the option of connecting further products such as Navision or other software products for e.g. Sage or SAP.

The possible application of proRM 2011 begins within the advanced planning stage of a project. As an example the integrated human resources management solution provides information on the availability of employees and their qualification. The responsible managers are capable of assigning employees and budgets to internal and external projects. Project services can be recorded accurately due to specially developed employee clients. These services can be comfortably managed till handing the data over for customer accounting. Versatile possibilities in generating reports guarantee the evaluation according to project and employee level. These reports also deliver a planning reliability for service projects. With only a few clicks all relevant information on a project status can be compiled.

## **Projects Under Control At All Times**

The latest version of proRM 2011 provides several interesting enhancements in the field of expense accounting and variable expenses. For example businesses are now capable of settling their traveling expenses (travel time, kilometers, tickets,...) with customers more flexible; employees can enter their information into the system based on the arranged terms, the system automatically integrates the data into invoicing on accounting. Furthermore variable surcharge for night shift, weekend and holiday can be configured. To set up projects as flexible as possible, proRM 2011 also provides a configuration for quotes, assignments and contracts that is optional and capable of being completely integrated. Flexible created components for text, graphic and charts speed up creating such documents when familiar with operating the system it is easy to adjust the parameters for these components. Within the project and resource management solution the administrators can immediately create and at all times look into quotes, assignments and contracts during all stages of the project as well as after the project completion. The project management enhancement is complemented by an integrated and automated project generation. proRM 2011 also provides a special template for service providers (Professional Service) called proSVC. The templates add further features to the project management solution especially for the accounting and organization units.. The developers looked into the specifics of company, contract and terms management an integrated the necessary features.

Now businesses are capable of simply adjusting all the parameters and integrating them into the system to assure security and clearance from starting to closing projects.

### **The Future Today**

With introducing the new version of Microsoft Dynamics CRM 2011 proMX at the same time migrated proRM 2011 to the new core system. Therefore proMX 2011 users can seamlessly operate the solution on the Microsoft platform. proMX provides two alternatives. Clients can either operate proRM 2011 as an installable in-house software solution or use the online version available as a SaaS solution. Considering all these facts pro RM 2011 is the first complete Microsoft certified project and resource management solution for Microsoft Dynamics CRM 2011.

The new and enhanced Microsoft Dynamics CRM 2011 features enable businesses to increase productivity as well as provide a better utilization of all performance characteristics. The features support reaching individual business objectives while keeping expenses low. Pro RM 2011 in combination with Microsoft Dynamics CRM 2011 provides businesses with an overall sophisticated and networked solution that will increase users' productivity and efficiency inside and outside of the company. Therefore success can be planned.

### **overview of prorRM 2011 advantages**

- The clearly arranged view on employee activities secures accuracy in planning and controlling projects. Human-engineered clients enable employees to record activities in a project oriented way to an outlook related user interface.
- Discarded activities are stored in a central project database and are made available to project managers on demand for evaluation. The integrated reporting and accounting assistant facilitates the documentation and accounting of work performed.
- Project managers can identify appropriate resources by matching resource skill sets to freely definable project skill requirements.