Programme and Project Management
Programme Management Competences

**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

**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

**Programme Delivery and Governance**

**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 proposition consists of:

Programme Management
- Delivering business change programmes
- Strategic leadership
- Clear communication channels to support decision making

Project Management
- Professional approach with seasoned professionals
- Strict adherence to proven methodology
- Full engagement with business stakeholders

PMO
- Maturity assessment and improvement
- Agile and effective governance structure
- Full range of PMO services

E2E Quality Management
Thanks
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