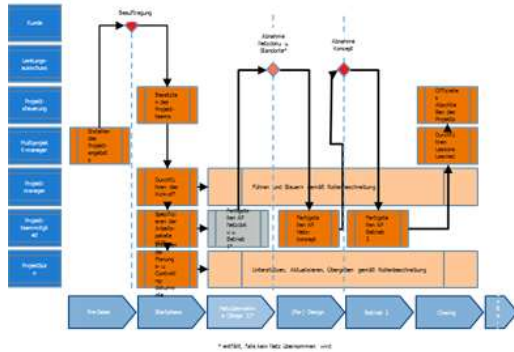


Operation of the Project Office for WAN Outsourcing



Strategic Goal:

Shorter project timelines in outsourcing projects in order to expedite the transition to the more profitable service operation.

Project Objective:

- relief of the project manager in favor of his core tasks (spec. of technical nature)
- efficiency in project planning, controlling and reporting to the customer

Duration of Assignment:

10 months

Customer Profile:

The nicos AG is a specialist for international high availability data networks and WAN management. As a service provider in the outsourcing of worldwide networks nicos offers the complete international service under one roof to their customers.

Initial Situation:

The project to take over the worldwide networks for one of the biggest international ocean carriers was already running when vero projects was contracted to operate the project office. The reasons for the need of support were among others:

- Time-wise the project manager was too much pegged into technical processes and he had to attend a lot of regular meetings. The time for a methodically comprehensive project management was not sufficient.
- The shipping company as customer demanded compliance to internal corporate directives regarding PM procedures and especially reporting.
- The nicos AG did not yet have a sufficiently proven model to deal with such demands.

Way of Proceeding by vero projects:

The operational task was assigned to a young project manager, whose particular strengths lay in methods, organization and in the selection and application of appropriate efficient tools. Solutions:

- consequent and always up to date project planning with MS Project
- clear work package descriptions
- inter-site task tracking for everyone involved (nicos and customer)
- weekly status reports and additional reports on request of the customer
- project controlling in time, cost and quality
- transparent documentation and project file

In order to anchor the process improvements at nicos sustainably for further projects as well, vero projects added coaching and organizational development to their services. The senior project manager responsible for this applied modules of the vero projects training, process and organization building blocks and interlinked them with the sales organization.

Benefit and Results:

- The nicos project manager could fully concentrate on his technical core tasks and on leading the project team.
- As a consequence the quality was improved significantly.
- The project was closed on schedule and the transition to operative business could take place so early that the economic objectives of nicos were met.
- By delivering this successful project nicos has acquired a long-standing good reputation with the major customer.