

OmPrompt's Project Management

OmPrompt as a Managed Service

OmPrompt's fully inclusive managed service offering includes all key build and operational activities as part of our base service offering, including:

BUILD

Project management

Solution design

Solution configuration including ERP system interfacing

Solution testing

Partner migration and new partner document onboarding

DEPLOYMENT

Go live hyper-care

Live operational client support

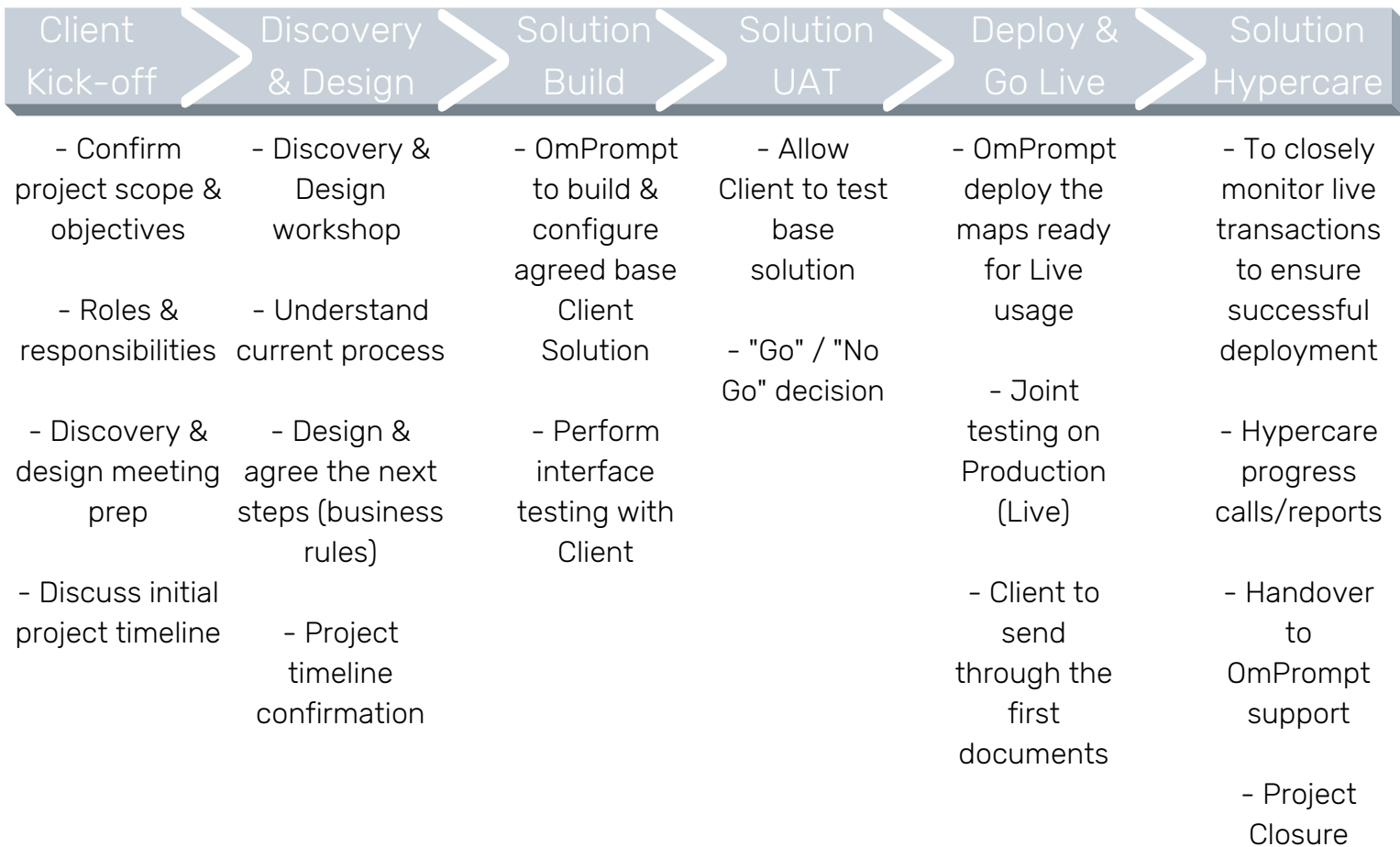
Live operational partner support

New partner on-boarding

New document on-boarding

Monthly service review sessions & optimisation

Project phases



OmPrompt Deliverables

Delivery Team

OmPrompt has a well-built delivery team structure to allow for the effective delivery of projects, a typical team consists of:



Account Manager

Overall responsibility for the relationship between OmPrompt and Client



Project Manager

Prince 2 qualified and responsible for adherence to plan and mitigation of risks. This person has full authority to engage further OmPrompt resources necessary to ensure the achievement of the agreed success criteria.



Automation Analysts

A team responsible for configuring and testing the solution including master data, business process rules and message specifications and communication protocols.



Transition Manager

Responsible for the transition planning of client solutions from test to hyper-care and onto business as usual in the live environment. Activities include acting as the single point of contact for the client during this process, owning the resolution of support queries, performance reporting and the completion of internal documentation and acceptance checklists.



Operations Manager

This individual leads the Platform Team who manage the production environment 24/7 365 and who are responsible for monitoring the message flow across the platform and supporting partner and client connections.



Customer Support Team Leader

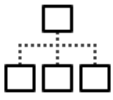
Working closely with the Customer Success Manager this role is responsible for managing the support team and supporting the client on a daily basis with any support related matters and general queries related to the processing of messages.

Project Deliverables

- Define measurable project objectives aligned to the original OmPrompt solution business case
- Define a short, medium, and long-term strategy and vision for the implementation of the OmPrompt solution aligned to the overall business case
- Monitor assumptions, risks, dependencies, costs, return on investment, and acceptance issues
- Communication plan informing key stakeholders and employees of the reasons for the change, the benefits and details of the change
- Solution education and training plan
- Monitor the performance and success of the plan, identify and recommend refinement as required
- Define a "business as usual" formal project change control process to ensure ongoing change control governance for efficient and prompt handling of all changes while minimising service and solution impact.

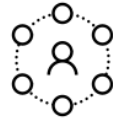
Client Deliverables

Typically our clients will be required to provide the following resources:



Base Solution Set Up

- IS resource to establish interfaces between OmPrompt and client systems.
- IS resource to provide access to reference data
- Operational resource (business process leaders / knowledge experts) to assist in customer selection, documents in scope, knowledge transfer and any definition of business rules and UAT.
- Project Sponsor – a senior executive to ensure that client resource are provided as required to ensure the success of the project.
- Project Manager to work with the OmPrompt Project Manager.



Partner Rollout

- Operational resource (business process leaders / knowledge experts) to assist in customer selection, documents in scope, knowledge transfer and any definition of business rules and UAT.
- Project Sponsor – a senior executive to ensure that client resource is provided as required to ensure the success of the project.
- Project Manager to work with the OmPrompt Project Manager