



Arc Project Management

Project management is key in ensuring that Arc applications provide the best value. Our team work closely with our resellers, customers and other relevant suppliers and can provide a full service from the sales cycle through to the delivery phase.

A structured approach is used to co-ordinate projects based on processes and documentation adopted from the Prince 2 project management methodology. The projects team are expert in the management and co-ordination of complex and business critical implementations with a high level of control and efficiency - passing those benefits onto the customer. Where required the project manager will take the lead and drive the project forward by producing a project plan. Responsibilities include the management of project meetings, setting tasks/objectives, taking ownership and delivering all associated documents.

Key components of the project management function include:

- Sales/Pre-Sales handover
- Coordinate and chair customer/channel kick off meeting
- Compile and distribute minutes and actions
- Set up of communications plan
- Coordination of calls and meetings
- Production and ownership of the project plan
- Centre point for document control
- Ownership and escalation point
- Coordination of roll out
- Production of final documents
- Handover to Arc support
- Production of any UAT planning
- Production of sign off documentation



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