

Why Choose Cherwell Project Management?

Cherwell Project Managers understand the science behind project management. They are well versed in processes and techniques that are proven to work regardless of whether your organization prefers a waterfall or Agile approach. They know how to mitigate risk, overcome obstacles, and solve any problems that may arise during your implementation. Utilizing our project management processes and techniques helps us achieve predictable results, ensuring projects are completed quickly and saving you money, time, and resources. Finally, our project managers are adept at communicating needs, updating stakeholders and team members, and managing everyone's expectations. Good communication through every step of a project helps limit mistakes or confusion and avoid issues whenever possible. Above all, our project managers work to ensure your objectives are met with the most efficient use of time and resources.

Three Levels of Engagement to Meet Your Needs



Billing Coordination

This service is for simple engagements where the customer takes full responsibility for the project management and outcome. The Billing Coordinator provides confirmation to the customer regarding consultant assignment and planned start dates. Following the email introduction of the consulting resources, the Billing Coordinator monitors the project's resource consumption and notifies the customer when hours are consumed. The Billing Coordinator does not participate in project activities, nor do they provide customer reporting or serve as an escalation point for project delivery issues. This service is included at no additional charge.



Project Coordination

A Project Coordinator provides a step up in the level of service and customer engagement from the Billing Coordinator. The Project Coordinator assists the customer Project Manager with project activities. However, the responsibility for the management of the project rests with the customer Project Manager. The Project Coordinator directs Cherwell Professional Services resources and assists the customer Project Manager with essential implementation project lifecycle tasks using Cherwell's standard templates and processes. Very limited customization is available with this option. This service is for moderately complex engagements where customers need Cherwell expertise and assistance to manage the project.



Project Management

A Cherwell Project Manager provides the full level of service needed to manage the customer's project as defined in the Cherwell® Service Management implementation project lifecycle. The scope and depth of the activities and deliverables are intended to meet all the customer's project management needs. The Cherwell Project Manager partners with the customer stakeholder or Project Manager to provide project leadership across all project phases (initiation, planning, execution, monitoring & control, and closeout activities) using Cherwell best practices, experience, and templates.

Engagement Level Comparison:

SERVICE FEATURE	BILLING COORDINATION	PROJECT COORDINATION	PROJECT MANAGEMENT
Project Initiation			
Conduct introductory communications: <ul style="list-style-type: none"> Establish working relationship Identify key project dates and business drivers Identify and align project resource requirements 		✓	✓
Facilitate Project Kickoff call or meeting with Cherwell project resources and Customer stakeholders			✓
Facilitate a call to introduce Cherwell project resources to the Customer Project Manager		✓	
Planning			
Provide Customer with pre-installation checklist		✓	✓
Conduct a pre-installation checklist review session		✓	✓
Create project management plan documentation and project schedule			✓
Execution			
Project governance including regular project meetings, customer reviews, risk & issue management, and reporting based on a mutually agreed project plan and schedule			✓
Monitoring & Control			
Monitor and report on project status, schedule, financials, issues & risks, and serve as an escalation point			✓
Provide simple budget burndown status to Customer Project Manager		✓	
Conduct regular customer status reviews and publish meeting minutes			✓
Manage change management process <ul style="list-style-type: none"> Identify changes with customer Document change request Manage internal change request approvals Manage customer approvals, capture enhancements and next-phase items 		✓	✓
Provide back office support for Cherwell invoicing to Customer	✓	✓	✓
Project Closeout			
Plan and facilitate a project closeout meeting at the end of the engagement		✓	✓
Provide email confirmation of project completion when project hours are consumed	✓		