## Help Through Project Consultation

### Rapid Growth

Red Focus received a call from an IT executive of a medium sized financial lender. The lending company was experiencing rapid growth. The IT team was overwhelmed managing a call center platform project.

### Large IT Project

The project's goal was to transition from an out-dated in-house call center platform, to a scalable hosted voice-over-IP platform. The company intended to move all call operations to this new platform.

They faced two problems:

1. They did not have enough personnel and resources to manage the project.
2. The IT team members lacked experience managing this type of project.

### Approaching Deadline

The lending company planned to engage new avenues to increase growth. If the project delayed for too long call center operations would quickly bottleneck. Causing the company to lose its current growth momentum.

### Red Focus Solution

Red Focus needed to create a solution before the lending company’s next planned expansion. The first step involved placing a part-time Senior Project Manager on-site to help manage risk. Next they added an on-site Technical Project Manager to provide input on the project requirements. Both project managers had experience in managing similar projects at other financial institutions.

The project managers and Red Focus successfully managed the project by:

* Developing a thorough implementation plan for the new call center platform
* Providing a full-time Network Engineer to support the call center platform changes
* Providing a Business/Quality Analyst to write plans for testing the new call center and tracking requirements throughout the testing

I think we should add another section that highlights how you measured the success of this project. Using numbers is usually most impactful. Such as “Finished the project 2 weeks sooner than expected.” Or something like that. Numbers tend to stick in people’s mind better than, “Finished the project sooner than expected.”