Resource Manager Staff Augmentation

The client contacted us about providing a conslutant to fill a Resource Manager role part time for 6 months. The client had recently lost a major contract and needed help restructuring from primarily operations to project work.

The major issue the client was facing was incorrect requirements gathering at the quoting phase of the project. Statement of Works also did not have defined deliverables. The client could not close projects with their customers because of these issues causing frequent project overruns.

I**f the client continue**d to operate in this manner they would go out of business.

Red Focus provided a senior consultant to fill the Resource Manager role. The consultant began evaluating the people and processes that the client had within the organization. Individual strengths were evaluated and employees were placed in new positions that fit them. Teams were created that addressed individual weaknesses within the team. Feedback was provided to the consultant by the software engineers during strategy and design meetings. A new SOW template was then created and a workflow was developed from sales to application delivery. Quality controls were put in place and projects were given measurable KPI's. The client was then able to take ownership of the new processes after 6 months. Project overruns dropped off and profitability increased.

Red Focus was contacted by a client who'd recently lost a major contract. The client was a software company specializing in providing application solutions to customers. They needed help restructuring their business processes.

Some of the problems they were experiencing included:

* Not understanding their customer’s requirements when quoting projects.
* Poorly defining deliverables in their Statement of Works.
* Slope creep was causing projects to miss deadlines.

Red Focus provided a project manager with a proven track record for defining customer requirements and project deliverables. The project manager began by evaluating the people and processes within the client’s organization. By using the information they gathered, they were able to provide solutions to address several problem areas.

Some of the solutions included:

* Placing people in new roles suited to their strengths.
* Restructuring teams to leverage individual strengths and weaknesses.
* Facilitating communication between software engineers during strategy and design meetings.
* Creating a Standard of Work template for the client to use across all projects.
* Developing process workflows beginning from sales to application delivery.
* Defining measurable KPI’s for projects.

Using the solutions provided by the Red Focus project manager, the client confidentially took ownership of their customer’s projects after six months.

Thanks to Red Focus, the client enjoyed a measured increase in:

* Team productivity
* Projects completed on time
* Customer satisfaction
* Project profitability