

Professional Services Summary

The Professional Services Manager ensures the delivery of the special projects that enter the business. This includes quality management, cost management and time management.



1. Understanding client needs

Obtaining the full requirements of the customer needs is the first major step in delivering a project. The key element is to make sure that the client's needs are understood and communicated clearly to the Project Team. Changes can prove costly and time consuming especially when the project is already in full flow. If all requirements and expectations are fully understood before any work commences, the project will get off on the right foot and will mitigate risks further down the line.

2. Planning

The most important aspect of a project is the planning phase to ensure all work is completed on time and within the budget. Detailing who is responsible for each area, what is required and when, will make it easier for the Project Team and the customer to manage expectations, mitigate risk and make it easier for people to get on with their work, when they have a clear idea of what's expected of them.

3. Clear communication

Clear communication is important for any job, but especially so for Project Management. Effective communication results in every team member knowing their role and what's expected of them – helping to reduce tension and stress levels. Additionally, it's important to communicate effectively with clients, keeping them in the loop with project progress and communicating their correspondence with relevant team members and engineers. Communication plans are an

essential part for delivery as it will highlight key people responsible for each area with contact information, thus reducing ineffective communication.

4. Managing change

Change is part of every project no matter how clear the initial statement of works stated or how simple the project is. WIKI details a project as the following:

"In project management a project consists of a temporary endeavor undertaken to create a unique product, service or result"

The Project Manager's role is, at the beginning of the project, to anticipate any problems or potential areas for change and create plans to deal with them. During the project, our role is to use the skills and techniques mentioned in the previous four points to manage the change effectively.

5. Evaluation

Upon project completion, it's important for the Project Manager to review performance against the initial aims of the project. What went well? What were the problem areas of the project? Was the project delivered on time and in budget? If not, what were the sticking points? Through this analysis, important insights can be gained into how the process can be improved for the next project. EIT holds a post project review at the end of each delivery to ensure that if there are any lessons learned, they are captured and learned from for future deliveries.



European Information Technology Ltd

Unit 24, Mulberry Court, Bourne Industrial Park, Bourne Road, Crayford, Kent DA1 4BF

Tel: **01322 524 765**
www.euroit.co.uk

Key features

- Manage the customer requirements end to end to ensure successful delivery of the solutions quoted
- Mitigating risk from delivery
- Detailed reports on daily activity of engineers
- Professional inlet of communication in and out of the business
- Prince2 management of projects
- Building of a core team through the combination of internal and external hires
- Creation of detailed project documentation including Statement of Works, Highlight Reports and End Project Reports
- Obtaining of the customers' business requirements to offer alternatives and suggestions.



Large Stationery Retailer

Looking to upgrade their existing handheld payment devices across their entire estate and serve customers more quickly, the world's leading seller of office products turned to EIT for the supply of 390 Vx820 Duet terminals to be installed across 116 of the company's UK stores.

Works included removal of all old kit before terminals were installed, patch leads replaced, PIN secure installed and completed with the full testing of all terminals. The EIT team also followed a software installation guide to ensure the UPS 1500 and UPS 2200 were correctly installed and tested.

As part of the comprehensive terminal replacement programme, five engineers were employed to complete three stores each per day. With roll out originally set for three weeks, using a carefully co-ordinated programme EIT was able to condense the system roll out into just two weeks to meet the client's tight timeframe.

Thanks to the high quality installation and integration of the Vx820 Duet terminals, customers and employees will benefit from their unparalleled usability enabled by the large colour touch screen display. Similar to smartphones, they combine a wide range of functionality into one contactless-enabled terminal to deliver exceptional standards and long term performance.



Large Supermarket Chain

When one of the UK's leading supermarket chains wanted to upgrade their payment systems to further improve customer service, the UK's leading IT installer EIT provided the perfect solution with the supply and installation of 2784 terminals.

Installed at 478 stores between 20th October and 13th December 2013, two store changeovers were completed by EIT each night. To achieve this, the company utilised a highly skilled team of operatives including a Project Manager, Project Assistant, Warehouse Manager, Warehouse Assistant and eight Engineers.

Works included terminal installation, shut down, power on and testing of self-service check outs and standard tills. Terminals were taken out and tracked, with a Store Manager signature to confirm the highest standard of installation and project delivery.

All stores terminals were labelled and assigned to engineers to enable PED tracking, whilst weekly updates were provided on which stores were complete and the serial numbers installed. EIT carefully managed all aspects of the project by detailing expenses on RAID (Risk, Assumptions, Issues and Dependency), completing invoices weekly and with all stock tracked and traced by the company's own drivers.

The combination of EIT's flexibility, reliability and engineering workmanship, as well as the ability to work to tight deadlines around busy retail opening times is testament to what can be achieved.



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