



## OUR CAPABILITIES

*Pitcher the Opportunity*

### Project Management and PMO Establishment

*We have found our relationship with Pitcher Partners to be of great benefit to our business. Their ability to manage the vendor, the internal project team and the focus they provided on ensuring the system delivered required business outcomes was commendable. We found the methodology adopted by Pitcher Partners during our system implementation ensured that our senior executives were always aware of project status, project risk and resourcing requirements.*

Mei & Picchi.

#### Keeping projects focussed

Throughout the nation each week coaches implore their team to “keep your eye on the ball”. They continually urge their team to maintain focus to achieve sporting success.

Maintaining focus can be difficult – particularly when players are distracted.

However, maintaining focus is not the realm of sporting fields alone. Off the field, “keeping your eye on the ball” and ignoring distractions is critical if organisational goals are to be achieved. This is particularly so during project activities. Projects that fail to fully realise their goals often do so because daily “distractions” hinder progress or the inexperience of specific project skills or industry expertise, such as IT.

Project activities need to be flexible to cope with the unexpected. With an experienced and capable project manager at the helm any roadblocks are quickly resolved and success is achieved through:

- planning ahead for unexpected problems or issues;

- clear communication of the business and project impact of pending issues;
- maintaining focus on the final result.

Pitcher Partners understand the difficulty for clients to maintain and sustain focus throughout the duration of a project. We know that projects will achieve success when two key elements exist - proven project management methodology and experienced project managers.

Pitcher Partners provide both. We have a pool of accredited senior project managers with a reputation of delivering successful business outcomes. Our expertise is not restricted to technology management alone but traverses many industry sectors and business processes.

#### Recognising Successful Projects

A successful project is defined as delivering the agreed business outcomes and associated business benefits while minimising any loss of potential value.

#### Risk Management

A project without risk is a rarity! Successful projects manage risk effectively. Inexperienced project managers look at risk from a single focus that concentrate upon the project itself resulting in a project under achieving. A broader perspective, gained through commercial and project management experience, identifies project risk on two higher levels:

- Project Delivery Risk - project delivery and benefits.
- Business Impact Risk - success in the business environment.

#### Driving Change

Projects are the catalyst for change within an organisation. An awareness to the principles of change, particularly during an implementation project, is critical to project success. Projects make staff nervous – usually not privy to all aspects of the projects, their perspective is riddled with insecurity of their position, status or job. Managing these sensitivities as well as the reality of guiding a project to reap business benefits is for the experienced only. Pitcher Partners Consulting project

managers have this experience - fully aware of the impact of change across all layers within an organisation.

## Our Services

We can assist clients manage their projects at many levels:

### Trusted Advisor

As a member of the Steering Committee, providing independent objective observations and advice to the project team. This role is also identified as Project Director.

### Project Management

Experienced Project Managers to manage all aspects of business and IT initiatives, such as system selection, implementation, relocation/fitouts, business processes.

### Project Recovery Services

Designed to provide independent and objective review of projects that are ailing to meet expected business outcomes.

### Project Resources

We have a pool of experienced analysts to complete your project team - Project Administration, Business Analysis, Design Architect, System/Technical Analyst, Infrastructure Manager, Test Managers and Data Migration Analysts.

### Developing PM Practices

Organisations who conduct multiple projects there are unique advantages in establishing a unique Project Management Office practice (PMO). We have developed numerous PMO's to meet clients specific requirements around project management methodologies, benefits realisation, project consistency and continuity.

## Our Expertise

Pitcher Partners is a corporate member of the Australian Institute of Project Management (AIPM). Our

Project Managers hold the following certifications and membership:

- Registered Project Manager (RegPM) AIPM
- Diploma of Project Management
- Member of AIPM

## Benefits of external Project Management resources

- greater chance of success and reaping business benefits earlier/as expected;
- minimal impact to daily operational activities of business;
- dedicated team, minimum internal influence;
- increased focus and effectiveness;
- increased ability to manage and monitor risks and issues.

## Case Study

### National Foods Ltd

National Foods Limited is one of Australia's largest food companies, with core activities in milk, fresh dairy foods and speciality cheeses with production facilities and sales office in every Australian state. The diversity of National Foods business interest and amalgamations over the past decade has contributed to its dynamic growth.

Senior management recognised a need to introduce a consistent approach to ensure the successful delivery of all IT projects. National Foods engaged Pitcher Partners Consulting to validate and drive the implementation of an Enterprise Project Office and project management methodology throughout the organisation.

Through a consultative and collaborative approach at all levels of the business, we developed a specifically branded project management methodology "Encompass" and established the Enterprise Project Office as a Project Management centre of excellence.

Through the adoption of the Encompass, the EPO, was able to drive IT projects within the organisation, ensuring that each project followed a due process:

- Executive support and approval prior to commencement;
- Alignment of project activity to business strategies, maximising value realisation;
- Integrated process across the entire project lifecycle ensuring project delivery integrity;
- Portfolio management, administration and control of all IT projects within National Foods;
- Single point of contact for all IT projects ensuring commitment and driving delivery;
- Enterprise-wide visibility and communication of IT project activity.

Further, the Enterprise Project Office function ensured that future projects were fully supported and owned at both the Business Unit and Executive levels of the organisation – an important component of project feasibility and success.

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