



The P⁵ Professional Services Offering

This document describes the services generally offered by P⁵ and its consultants. P⁵ offers technical and functional competences. PPM in this document stands for Project Portfolio Management and is meant to represent an application for integrated portfolio management of projects.

- Functional consultancy:
 - **Methodological support, process re-engineering, workflow automation, etc.**
 - **PMO, PSO creation and animation**
 - **Interim project/program/line/portfolio managers:** we provide at interim crisis managers where needed
 - **PPM implementation and PPM perimeter extension:** we have experience with many other Strategic Portfolio Management, Project Portfolio Management and Service Portfolio Management Applications
P5 offers the advantage to have accompanied many PPM application products throughout their lifecycle. This long history favours a deep understanding of the many PPM application development steps. We have accompanied the capabilities evolution over time (taking also the different historical acquisitions into consideration) and we are particularly aware of how their various modules do (or do not) integrate and interact amongst each others. It enables an objective and independent judgement on how best it can be tailor-made to your needs and requirements.
 - **Training, functional workshops, e-learning, tutorials, user and training manuals creation, etc.:** we provide means to educate and manage the cultural adoption of the PPM application
 - **Knowledge transfer, coaching, mentoring activities:** our methodology relies a great deal on intensive knowledge transfer. Indeed, we incite and support our customers to own their implementation and become independent in the way they master their IT governance environment. The goal of our implementation methodology is to create early successes that provide an early return on investment to our clients. We focus on the core business drivers during the implementation and assist our clients in defining clearly quantified and achievable implementation objectives that become the cornerstone for the overall change program



The P⁵ Professional Services Offering

- **Change management and communication:** We have not experienced one single implementation where change management and communication were not underestimated. It deserves more attention than it mostly seems. Implementing a PPM application does not go about the settlement of a given number of functionalities, it goes about the way stakeholders are going to collegially make use of them. In other words, better few capabilities well accepted and assimilated than the likely to-be-rejected big bang. We would like to underline once again that we invest a great deal in managing the organizational adoption. Successfully deploying PPM application may involve major and minor changes to the organizational processes and roles. To effectively manage these changes, the implementation team works with the customer to reengineer processes and to plan training, mentoring and communication activities. Communication planning can be the most effective way to manage organizational change. The implementation team works with the customer to plan communication messages and timelines and to identify target audiences and effective communication vehicles
- **3rd level support, adaptive maintenance and on-site interventions** (SLAs to be determined). Please note that we host our own support site (http://support.p5nl.com/login_page.php) in order to facilitate communication between our customers and our support center
- Governance consultancy:
 - **Project management improvement, audit and coaching:** we can support by addressing an audit of what has been done and how it has been done in the past. Understanding the current situation will serve as foundation for the upcoming implementation efforts. It can also, where needs be, require corrections and/or adaptations in order to align the environment with the next desired steps
 - **Setting governance vision:** Too many organizations have issues in addressing their governance objectives and defining their vision behind it. It is crucial for them to be able to clearly define, express, and share their goal on that matter. We can help modelling a governance strategy, setting the right expectations and building a shared vision on that matter
 - **Marketing related activities, benchmarking:** what do we do when it comes to governance? What do the other alike



The P⁵ Professional Services Offering

organizations on that matter? We can support organizations in their communication irradiating their governance efforts. We can accompany them in finding out what their competitors have done on that matter

- Performance management:
 - **Managing a bottom-up approach:** from operational to tactical levels
 - **Managing a top-down approach:** from strategic to tactical levels
 - **Combining bottom-up and top-down approaches:** liaising the strategic approach and the operational approach
 - **Common glossary creation:** we insist to ensure that organization defines a common glossary before going any further. We have experienced too many implementations that were at risk simply because stakeholders where putting different acceptations behind terms and terminologies that were supposed to be commonly shared. Simply raising the exercise of understanding what we do intend under risk management or portfolio management, for instance, is a lesson worth experiencing.

- Technical support:
 - **Instance Management:** it is important to align the different PPM application instances one with another. This is indeed the only conditions to ensure development, quality and training consistent and representative environments. Production data should regularly be backed up in the test and quality environments. A dedicated training environment should be built up and maintained (refreshed after any training) with specific training data and specific training accounts
 - **Installation, adaptive and corrective maintenance, health checks:** we offer the complete set of services related to the management of the data base and of the application (hot fixes, service packs, release and version management) (SLAs to be determined)
 - **Integrations and interfaces with legacy systems:** we master means for interoperability with Enterprise Business Applications (we have experience in integrating and



The P⁵ Professional Services Offering

interfacing with ERP, Service Management, CRM, and other Accounting and GL applications), with Desktop Applications (such as MS Excel and MS Project) with Business Intelligence Applications, etc. It can be done in real time or in batch. Further more we are familiar with the XML and SQL protocols as well as with Web Services (busses)

- **Data modelling, data management, data migration, bulk data importation, and custom data extracts** (from CSV to XML formats). Data cleansing services
- **LDAP and single sign on authentication support, exchange protocols**
- **Universe, report, portlet, dashboard, etc. creation**
- **Technical workshops and technical knowledge transfer**
- **Technical documentation:** the data model needs to be documented. A configuration document should be produced listing objects (name, ID, description, master object, etc.), attributes (name, description, data type, database table, database column, etc.), and lookups (name, ID, source, query or values, etc.).

Some of our references:

- Axa
- Belgian Post Group
- Centre de Recherche Henri Tudor
- Citigroup Technology Office
- Coca-Cola Services
- Crédit Agricole/Landbouwkrediet
- I.R.I.S.
- Ethias
- FinForce
- Fortis Group
- Gemeente Groningen
- Getronics
- Martinair
- Ministry of Brussels Region
- Recticel
- Régie des Bâtiments/ Regie der gebouwen
- Service eLuxembourg
- Sibelga
- Sonoco
- Stater



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- Steria
- Université Catholique de Louvain
- UNMS/NVSM
- Vlaamse Dienst voor Beroepsopleiding en Arbeidsbemiddeling

P⁵ has offices in Belgium, The Netherlands and Luxembourg. We are currently opening a branch in France.