

Project Delivery Solutions

Service Definition Document

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Service Description: Project Delivery Solutions

Flint Technology Services (FTS) offer project management solutions designed to streamline operations and enhance efficiency for our clients. With a client-centric approach, FTS integrates state of the art technology and tailored methodologies to ensure each project is managed effectively from project initiation to submission.

Example Services:

- Project Management as a Service
- Programme Management as a Service
- Project and Programme Delivery
- Agile Project Delivery
- Quality Assurance

Project Management as a Service

Our service is built on a foundation of agility, adaptability and a deep understanding of industry best practices, enabling us to tailor our approach to meet the specific needs and goals of each client. We deploy expert project managers equipped with the latest tools and methodologies to plan, execute and monitor projects, ensuring they are completed on time within budget and to the highest quality standards.

Benefits:

- Access to expert resources and skills without the overhead associated with hiring and training in-house staff
- Scalable service model allows for flexibility and adaptability, enabling clients to swiftly respond to changing project demands and priorities
- Commitment to excellence and continuous improvement in project delivery processes ensures that clients can expect not only enhanced efficiency and effectiveness in their projects but also innovative solutions that drive their business forward

Programme Management as a Service

Our approach is rooted in collaboration and customisation ensuring that each programme is meticulously planned and executed to align with the overarching goals of your organisation. We employ a blend of traditional and agile methodologies, communication across multiple project teams.

Benefits:

- Enhanced strategic alignment, as our expert programme managers ensure that all projects contribute effectively towards your business goals
- Improved resource efficiency, with optimised allocation of resources across projects to maximise value and minimise waste
- Increased agility, enabling faster and more effective responses to emerging challenges and opportunities in the dynamic business landscape

Project and Programme Delivery

Our approach is anchored in rigorous planning, stakeholder engagement and agile execution, allowing us to adapt swiftly to changes without losing sight of the end goals. We deploy experienced project managers that collaborate with our clients, employing best practices and leveraging advanced tools to track progress, manage risks and ensure that milestones are achieved effectively.

Benefits:

- Significant reduction in project risks and issues through our proactive management and mitigation strategies
- Our commitment to transparency and communication ensures that stakeholders are kept informed and engaged throughout the project life cycle
- Our agile and adaptive results in faster delivery times and improved project outcomes, enabling our clients to meet their strategic objectives and gain a competitive advantage.

Agile Project Delivery

Our approach is centred on flexibility, collaboration and continuous improvement, employing agile methodologies that prioritise customer needs and rapid iteration. Our team of agile experts work closely with clients facilitating sprint planning, daily stand-ups and retrospective meetings to ensure projects are progressing smoothly and align with the envisioned goals. This hands-on adaptive approach not only accelerates project timelines but also enhances team productivity and project quality.

Benefits:

- Increased project velocity, allowing for quicker realise of value and faster response to market changes
- Enhanced product quality through iterative testing and feedback loops, ensuring the final deliverable meets the highest standards
- Our transparent communication and collaborative methods foster a strong partnership and alignment between all project stakeholders

Quality Assurance

Flint provides Quality Assurance (QA) services, adopting a systematic and structured approach to ensure that all software products not only meet but exceed the expectations and requirements of their clients. Flint's QA process involves meticulous planning, test case development and a combination of automated and manual testing techniques to cover all aspects of software quality including functionality, usability and performance.

Benefits:

- Greatly enhances the reliability of software, reducing bugs and errors that can disrupt operations and erode user trust
- Streamlines the development process, identifying potential issues early and often, which helps in maintaining timelines and reducing the overall cost of development
- Improves customer satisfaction by delivering products that perform consistently and effectively under diverse conditions

Case Study: Project Management as a Service (PMaaS)

Business Issue:

- Customers have many projects to deliver each year, often without enough dedicated Project and Programme Management capability.
- Shortfall in available project management capacity can have knock on impacts to programmes of work.

Solution:

- Developed a Project and Programme Delivery Service.
- Providing experienced and appropriately skilled Project Managers, Project Coordinators, Programme Managers to Kick-Off and successfully deliver each project.

Approach:

- FTS engages early to support internal project scoping planning and meetings – to get projects approved and ready for kick-off.
- FTS will provide appropriate candidate Project Managers (PMs, PgM, SPM, PC, etc) for Customer approval.
- FTS Project Managers may manage multiple projects simultaneously, most likely at various lifecycle stages.
- FTS PMO shall provide oversight, governance, reporting and escalation as required.

Customer Benefit:

- Provide a flexible model for engagement of Project Resource to meet internal capacity constraints.
- Engagement of either an FTE equivalent or part-time requirement of project resource.

Case Study: Programme Management as a Service

Business Issue

- Operator has a nationwide cell site architecture of 2000 sites.
- All core, aggregation and cell sites needed to have a new Cisco MPLS hardware installed and configured.
- Multi discipline project as site access comes with many challenges i.e. Logistics, Health and Safety Access and Permit Management.

Solution

- FTS implemented a Consolidated Management Service to provide the operator with a single point of contact for the whole project.
- Fixed price contract for the delivery of the rollout against an agreed schedule.
- Solution to include sub-contracting vendors who can supply specialist services.

Approach

- Detailed planning to produce a full end to end plan.
- Partner selection using overall rating and contract engagement plan per partner.
- RACI matrix to manage the partners with clear roles and responsibilities.
- Collaborative planning, dependency management and smart scheduling ensure efficiency in deployment.
- Health and Safety procedures cascaded across the implementation team.
- Smart Scheduling needed to ensure the logistics worked in tandem with site access and permits.
- End to end Governance and reporting framework with SLA's & KPI's to monitor the performance of the rollout.

Customer Benefit

- Fully outsourced project delivery framework to manage all aspects of the project deployment including Supplier management.

Why Flint Technology Services?

We are a trusted delivery partner providing knowledge and expertise with our technical specialists. Flint Technology Services has a proven track record of successfully delivering a wide range of services to both public and private sectors, from providing technical recommendations to large complex transformation programmes. We believe we are the ideal partner and bring the following:

- **Empowered by Ownership:** Unparalleled commitment and motivation, driving innovative solutions and exceptional customer service through a workforce deeply invested in our collective success.
- **Flexibility & Scalability:** We are adaptable, flexible, and easily accommodate changing demands and innovative engagement models, while also scaling our support to meet project demands.
- **Delivery-Focused Approach:** We have successfully delivered projects of all sizes, from small scale projects to large complex projects.
- **Skill Transfer:** With each project we ensure a seamless transfer of knowledge and skills, committing to collaborate with stakeholders at all levels to share our expertise and best practices. Additionally, we offer product training to enhance understanding and application of new solutions.
- **Technology Expertise:** Flint Technology Services expertise is in networks, Mobile and Fixed core and access, Software Defined Networks, Virtualisation, Containerisation, Private/Public/Hybrid Cloud Solutions, Application Performance Management and Observability.

Flint Technology Services – Work Packs

FTS provides a range of Service Work Packages which can be customised to meet your business requirements and challenges. Examples of these Services and Technology areas are shown below:

Applicable across all FTS Services

- New Product Introduction
- Service Migration
- BAU Operations and Support
- Software development
- Testing Services

Broad range of technology

- Data Centre
- Virtualisation / Containerisation
- Management and Orchestration
- Advanced Routing and Switching
- Software Defined Networks
- Network Security
- Network Automation
- 3G/4G/5G MPC/EPC
- NFV & Telco Cloud
- Private Networks

