

Service definition document

G-Cloud 15 - Lot 2b | Cloud Software

Project and portfolio management software



Strategic planning



Portfolio management



Project management



Resource management

Manage your entire portfolio of projects with total confidence

Bubble® PPM software makes everyone's jobs easier

Helping you to select the right projects, execute them reliably, and deliver higher value for the business

Your go-to workspace for:

- Project & Program delivery
- Management reporting
- Data analysis
- Setting of organizational goals & strategy



87% of high performing organizations use project management software

Source: "Information Week Enterprise Project Management Survey"



Turbocharge delivery and productivity



Whether you're responsible for top level strategies and targets, or the individual projects that drive success, Bubble® PPM Software helps you do what you already do, just...better!

REQUEST A DEMO +



Bubble PPM software

- ✓ Real-time overviews of the portfolio for informed decision-making
- ✓ A complete set of tools for efficient and reliable delivery
- ✓ Inbuilt best practices to improve returns on project investments



Bring everything together

Our modern SaaS platform is flexible, scalable, and quick to deploy. Meaning you can start small and expand the functionality, or your user group, at a pace suits.



Strategic Portfolio Planning

LEARN MORE +



Portfolio Management

LEARN MORE +



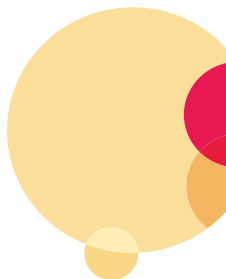
Project Management

LEARN MORE +



Resource Management

LEARN MORE +



A single source of truth that's updated instantly

Gain a complete top to bottom understanding of the entire portfolio and what it's delivering. Benefit from everything you need to identify and prioritize what's needed to move projects forward.

Core Strengths

Visibility

A single source of truth to view, analyze, and report through, using multiple 'lenses'

Accountability

Allowing you to quality assure, govern, and improve on existing processes and practices

Efficiency

In the form of always live data, streamlined reporting and a full suite of project / portfolio management tools

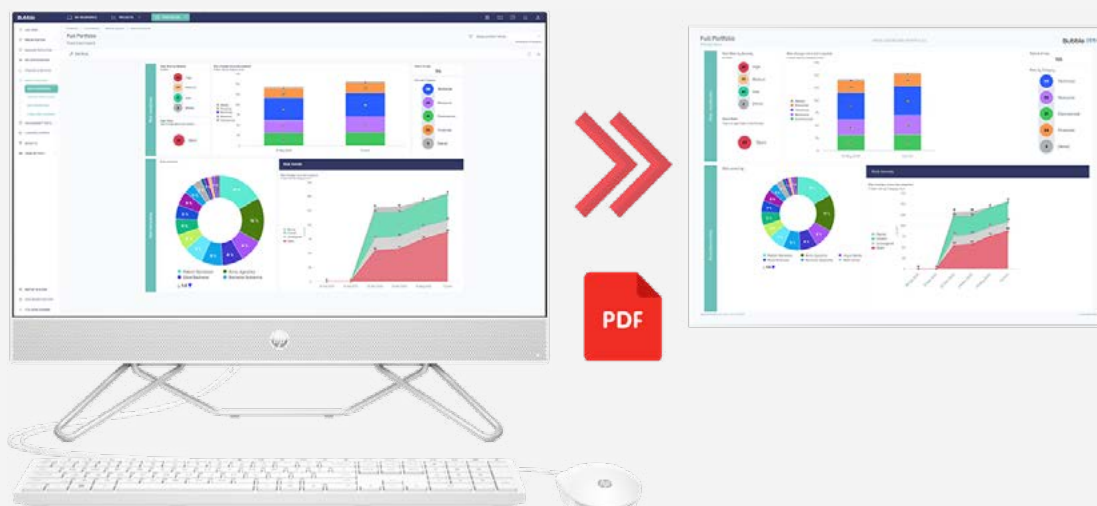


Figure 1: Transforms the way you access and distribute critical information.

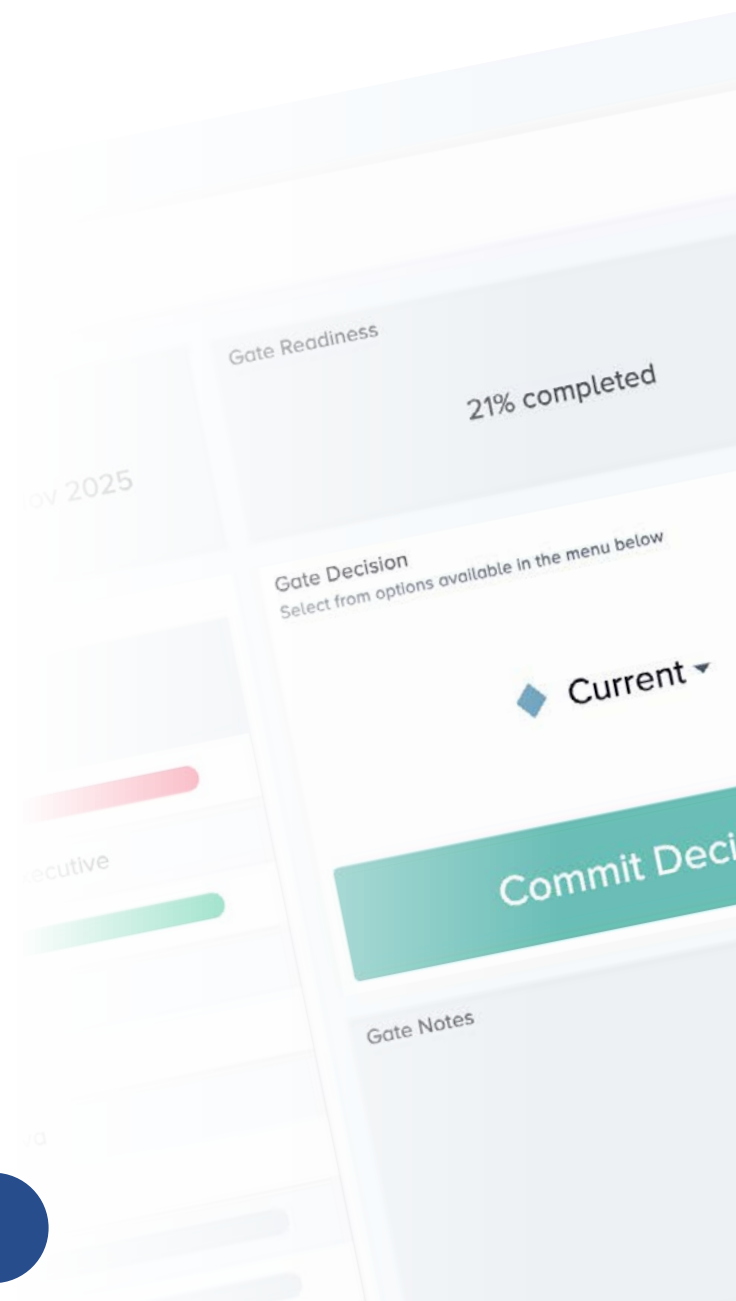
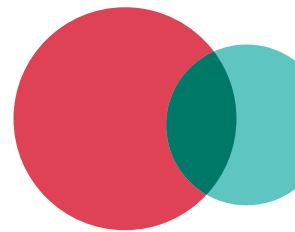
With powerful visualisation and reporting tools, Bubble PPM eliminates the need for bespoke presentations. 1-Click and ad-hoc reports can be created in seconds.

Service features

Shaped by 25+ years experience, Bubble® PPM makes it easy to integrate whatever processes matter most to your organization

Key features

- Portfolio and Project dashboards
- Portfolio List/Timeline views
- Portfolio analysis tools (i.e. Actual Vs Baseline)
- Automated and Ad-hoc charting and reporting
- Strategic planning tools
- Business case and demand management tools
- Project selection and prioritization tools (e.g. Balanced scorecards).
- Project process governance and management tools
- Fully configurable KPIs & Metrics
- Financial management tools
- Workstream, user type and other filters/options
- Supports different project management processes
- Comprehensive Risk, Issue, Updates, Decision registers
- Integrate with any 3rd party software applications
- Scenario planning tools
- Inbuilt project/process automation tools (fully configurable)
- Resource, task and capacity management tools
- Collaboration tools
- Comprehensive in-app user support and Knowledge Base
- Quick start project creation tools
- Gantt and project planning tools
- Fully configurable Logs and Forms
- In person/remote user training
- Documents library
- Personalized 'My Workspace' module (i.e. My Projects & My To-Dos)
- Comprehensive Administration interface



Service benefits

A software that's been built on proven best practices and created by Project and Portfolio Management experts.

Time-saving benefits

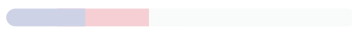
Strategy



 Complete

- Get the enterprise view of your strategy in action
- Balance risks and opportunities
- Plan your portfolio investment strategy
- Consider 'What-if' scenarios before making big decisions
- Set portfolio and organizational priorities in one place
- Communicate your vision across the organization

Portfolios



☐ Not set

- Strengthen project governance
- Create transparency
- Connect strategy and delivery
- Keep all projects/programs on track
- Audit progress and continuously improve
- Build and share custom reports

Projects



 At risk

- See all projects in one place
- Know all of your priorities
- Stay up-to-date in real-time
- Focus on what's 'still to be done'
- Stay on track to deliver on time and on budget
- Easily report on actions and achievements

Resources



 Off track

- See precisely who is working on what
- Anticipate and address resource and bottlenecks in advance
- Know where the pressure points are
- Understand future resource requirements
- Re-assign people when circumstances change
- Align delivery priorities across your organization

Sample screenshots

Intuitive, highly configurable views, means everyone knows what needs doing, when and by whom



Automatically collate, synchronize, and output complex data in informative ways.

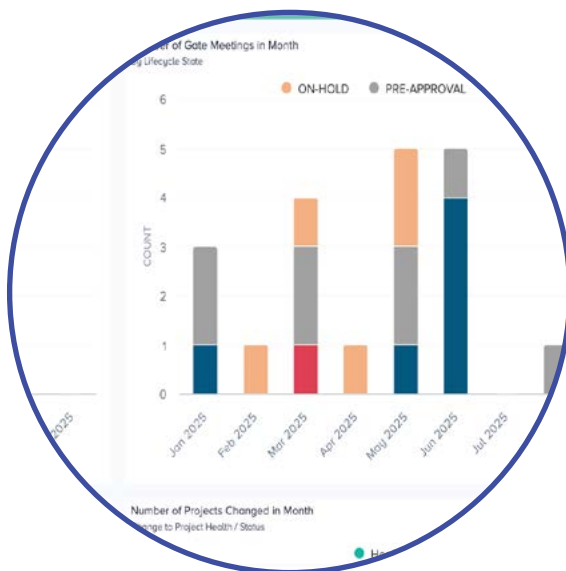


Fig. 2: Maintain control through real-time metrics.

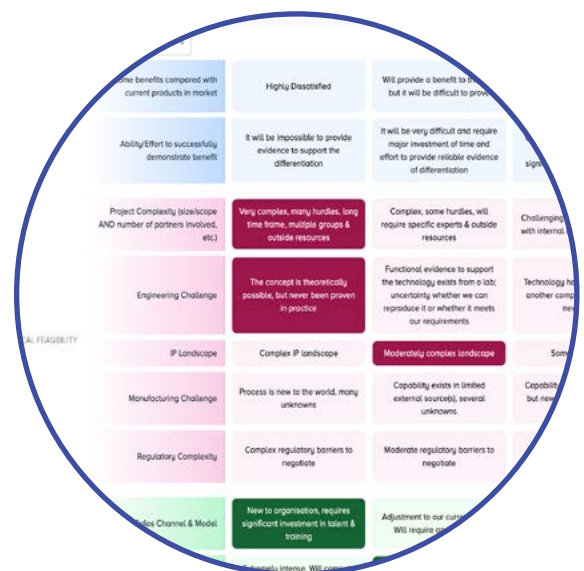


Fig. 3: Evaluate, compare and rank early stage projects on equal terms, even before you have any hard numbers in place

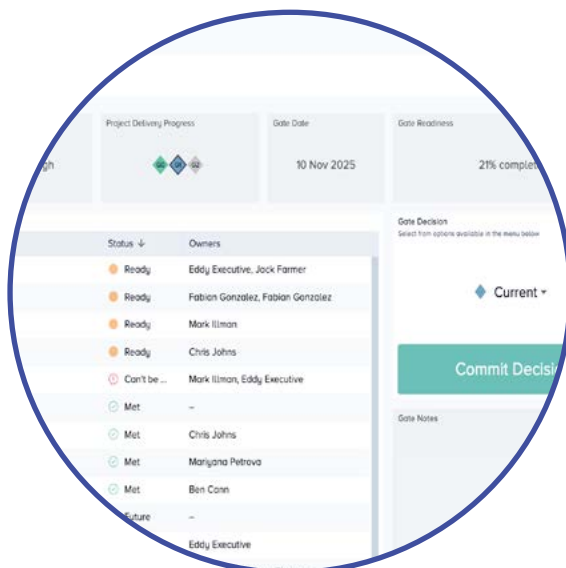
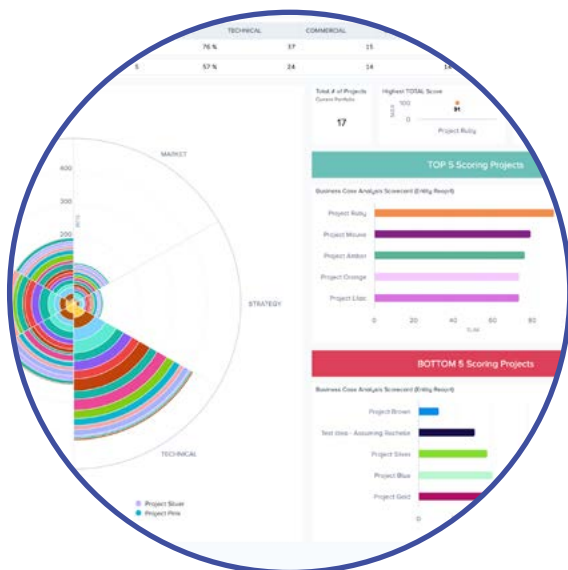
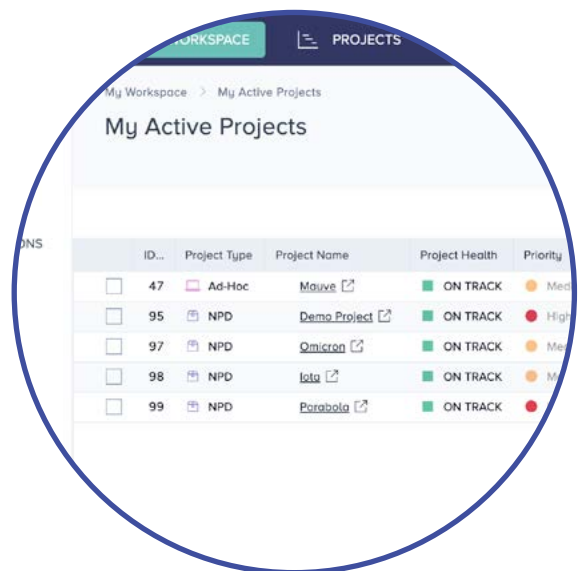
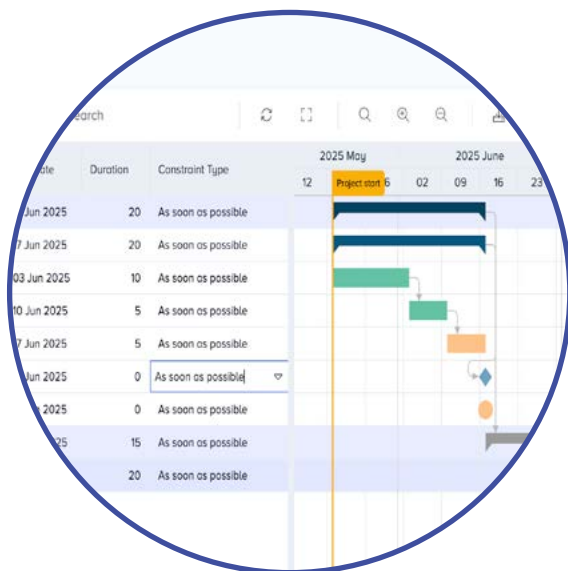
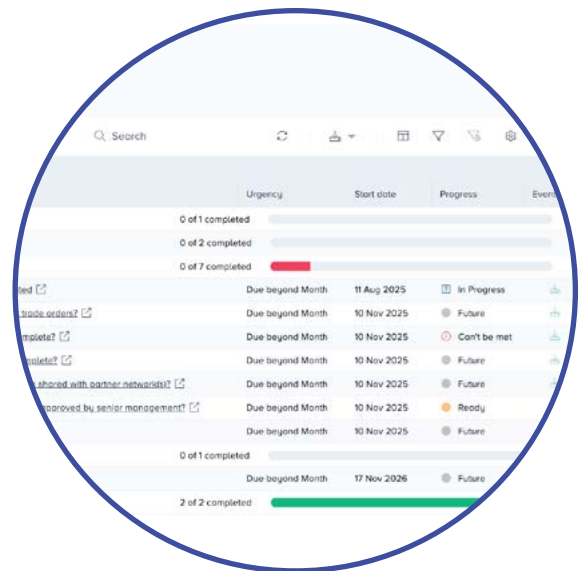


Fig. 4: Quality assure and control project & process management with Governance and other dashboards.



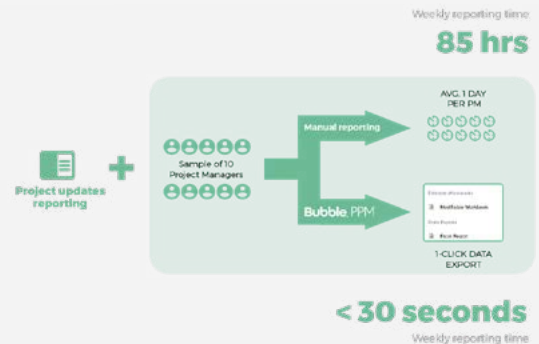
Fig. 5: Shape your portfolio to balance risks, optimize launch timings, and ensure all parts of your business are being sufficiently supported by your development teams.



Why choose our software?

It's the next logical step in your process development.

Bubble PPM helps organisations to optimise for both short and long term value and saves users an average of 1 day per week on reporting and meetings.



Service access

An Internet connection, a modern web browser, and a usage licence is all that's needed to access our software. Service access is governed by the policies outlined in our accompanying Cloud Software Agreement.

Service continuity

Robust and fully cloud-based, Bubble PPM has all the safety, support and security considerations you'd expect of an enterprise platform.

Our service benefits from greater than 99.9% uptime. Industry-standard encryption, backups, disaster recovery, and redundancy architecture ensure data security and continuity.

Bubble are ISO 27001 and Cyber Essentials certified* and all underlying infrastructure is provided by Amazon Web Services (AWS) who also hold ISO 27001 certification.



*ISO27001
Certificate: 223417



*Cyber Essentials
Certificate: EB0B2387-1D1F-41AB-9AEE-3AAB5386D576



Onboarding and offboarding

Bubble have a simple, proven and clear approach to onboarding. Everything is included within the contract. You only pay more if you increase your user numbers* or wish to access optional cloud support services**

* Please see our accompanying Lot 2b pricing overview

** Please see our Lot 3 G-Cloud 15 listing : Optional cloud support services - Bubble PPM Project Portfolio Management Software

Onboarding

Bubble PPM deployments are performed by our specialist consultants who work with each customer to define an optimum configuration.

An initial instance of the software is quickly made available to the customer, which enables administrators to assign roles, functionality and access permissions to users.

	✓ = AVAILABLE AS A CONFIGURABLE PERMISSION FOR USER TYPE		
	FULL USER PORTFOLIO PROJECT HOME	TEAM USER PROJECT HOME	LIMITED USER HOME
Monthly user fee in £ (GBP) Note: before volume / billing discounts	£48	£35	£15
ANY CONFIGURED HOME MODULE PAGES & TABS	✓	✓	✓
ANY CONFIGURED PROJECT MANAGEMENT MODULE PAGES & TABS	✓	✓	
ANY CONFIGURED PORTFOLIO MANAGEMENT MODULE PAGES & TABS	✓		

Fig.12. Note: This table is not a functionality list but rather serves to illustrate the major distinctions between the roles. Bubble PPM provides finely grained permissions profiling, controlled by internal Administrators, to ensure all users have access to the precise data they need and the capability to edit it appropriately. While there are practical minimum user considerations, the only limits to the number of users / user-types are those stipulated within the licence fee. Numbers can be increased at any time.

Onboarding continued...

Each implementation is configured to suit the individual customer's needs, so there is no absolute rule for timings of deployment. A fully configured system is usually ready for deployment within 6-8 weeks. The deployment process focuses the customer's implementation needs and the formalisation of delivery requirements. This commonly includes workshops (in person or remote where needed) to define:

- Process scope and models.
- Roles and responsibilities.
- Financial models.
- Workstreams and departmental structures.
- Governance and relevant business processes.
- Metrics, dashboards and reports.
- Interfaces with other processes.
- Training and roll-out planning.

Once the system has been configured we go through a sequence of:

- User acceptance testing
- Training for users
- Training for Administrators / Superusers
- 3 months hypercare to optimise system and take advantage of all functionality

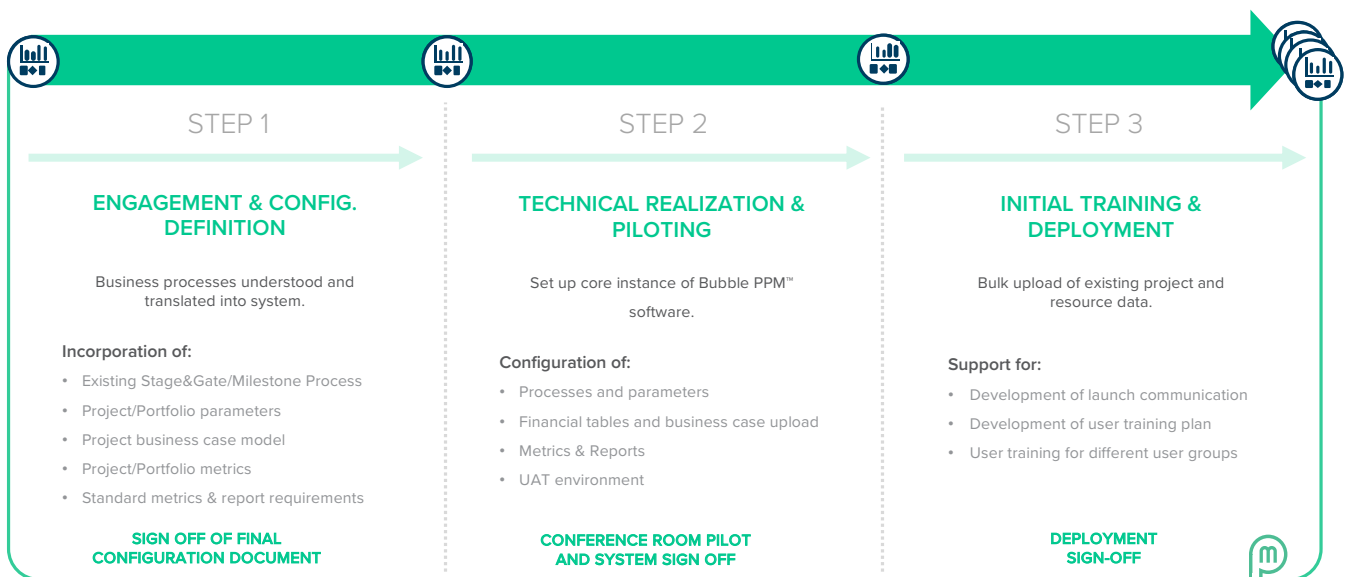


Fig.13. Typical stages of the onboarding process.

Offboarding

Bubble will make all reasonable efforts to provide data in a format that customers require. Our software has a number of existing API endpoints that can be utilised by 3rd party applications to transfer data to and from the system (e.g. retrieve detailed project and financial data from the system and / or export data to other systems). Almost all data can be accessed via the report building function and this can always be exported into Excel.

Training and support

Once instances are in place, our dedicated in-house technical support team are committed to making sure customers receive a prompt response and resolution to their software-related questions.

Our customer first approach

Putting customers at the heart of our business extends to our client support philosophy.

We aim to provide the best possible support at every phase of deployment.

We own our customer relationships from start to finish, meaning you benefit from a consistent team that knows you and your organisational needs.

We provide outstanding technical and user support that exceeds all our clients' expectations. These include:

- Initial user training and support materials
- Quick start guides
- On-demand videos
- Help sheets and 'How-To' guides
- Dedicated online Knowledge Guide
- Issue ticket system
- Live Help Desk (Weekdays)
- Dedicated Account Manager
- 3 months complimentary hypercare (to optimise the system and functionality for users)

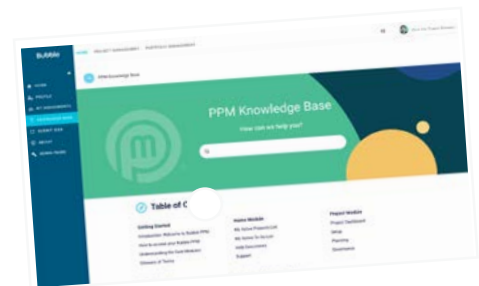
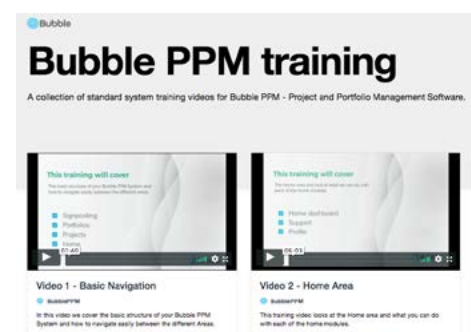


Fig.14. Our Training and Implementation activities benefit from a range of on and off-line training support materials such as Video training, Knowledge Base and Help Sheets (see above/below)





Bubble helps organisations to select the right projects, execute them reliably, and derive greater value from their projects and portfolios.

Bubble® is a leading provider of Project and Portfolio Management software. Founded in 1999, the company serves clients globally via Cambridge (HQ), London, Amsterdam and Melbourne.

Its cloud-based solutions help customers improve the planning, governance, and delivery of IT, Innovation, New Product/Service Development, Engineering, and other initiatives.



Bubble® PPM™

Want to know more?

Customers love using Bubble® PPM because it truly makes their jobs easier!

Contact us

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Phone +44 (0)1223 852 664

Ask for a system demo!

