

TPG The Project Group

Service Definition

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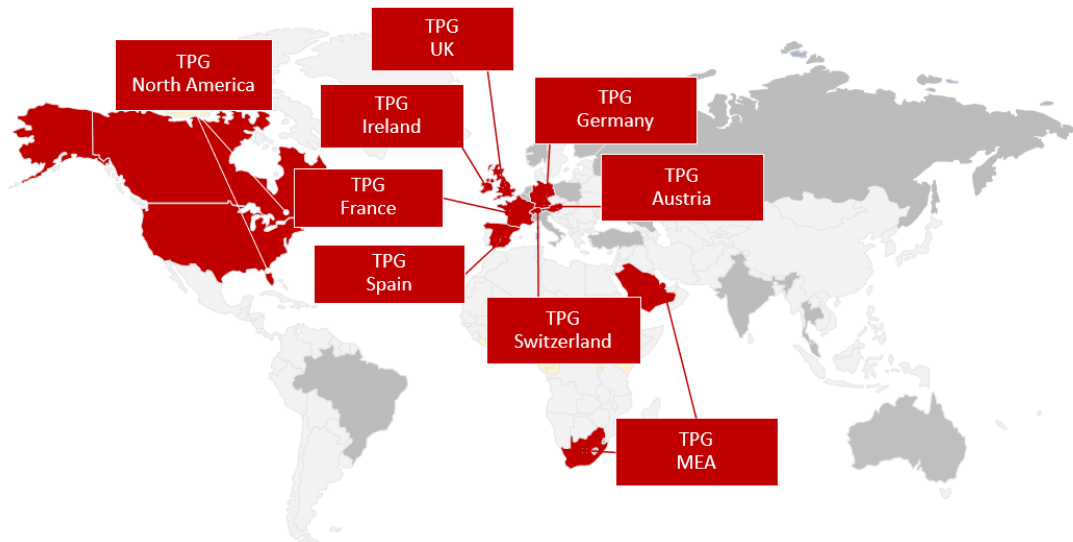
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Key Facts

Worldwide TPG subsidiaries and partners



Global Locations

United Kingdom, Germany Austria,
Switzerland, Spain, Ireland, France, MEA

Established UK

2009

Employees

120+ worldwide

TPG The Project Group – Your Project Experts

TPG The Project Group is an international full-service provider of consulting and solutions for enterprise-wide project and portfolio management. We focus on Microsoft technologies and their integration with **SAP, Oracle, Dynamics 365, Power Platform** and other enterprise systems. As a Microsoft Partner, TPG provides you with expert advice, flexible implementation, intelligent PM solutions, and a higher PM maturity level that makes a real contribution to business performance. TPG complements its offering with training on Microsoft Project and project management methodologies.

With several subsidiaries in Europe, the USA and Africa as well as a global network of authorised partners, TPG provides its services to all sizes of organisations in all industries.

Why “Your Project Experts”?

TPG has amassed extensive experience in project and portfolio management as well as in Microsoft Project since its beta version in 1989.

TPG is a Microsoft Certified Partner and one of the world’s top specialists in project and portfolio management using Microsoft technologies such as Microsoft Project and SharePoint on premise and in the Cloud.

Beyond that, TPG is a member of the Microsoft Partner Advisory Council (PAC), a group of approximately 20 partner companies worldwide. The Purpose of the PAC is to advise Microsoft about the market needs and the future directions of their product development. In return we receive strategic insights about Microsoft's future roadmap, and we get access to very early alpha and beta versions of new product releases. TPG provides a world-leading portfolio of products that intelligently extend the functionality of Microsoft solutions and make project management work significantly easier.

TPG consultants have a proven track record of understanding customer needs and turning them into valuable solutions. Our customer relations are long-term partnerships, with many companies trusting us for over 10 years.

Professional approach to an optimised Project & Portfolio Management Solution

Creating a project and portfolio management (PPM) solution requires extensive experience. Industry-specific expertise and solid process knowledge are crucial to the successful implementation of a PPM system into existing business processes. TPG implements its PPM solutions according to well proven methodology yet tailored to customers' needs. It is based on more than 20 years of experience in consulting of large and mid-sized organisations in all industries. This professional approach enables us to implement your PPM system quickly, successfully and in a goal and user-oriented way.

Wide range of TPG Products for Microsoft Project

TPG products extend the functional possibilities of Microsoft PPM for many recurring use cases in enterprise-wide project management. They help to support your processes in the most efficient way. For details visit www.theprojectgroup.com/products.

A leading SAP - Microsoft Project integration product

TPG PSLink® is a leading and SAP-Certified integration product enabling bi-directional data exchange between Microsoft Project, SharePoint (on premise and online) and many third-party systems. The product was first released in 1999, and since then has evolved and improved to meet industry best practices. The comprehensive configuration capabilities of TPG PSLink enable you to define a broad spectrum of use cases.



Past Performance & Succession Strategy

You can count on TPG, both now and in the future. We have a very close relationship with Microsoft and SAP, a market-leading range of products, internationally acclaimed expertise, and have made a conscious decision to do without external investors. With TPG you have highly skilled specialists to help you optimise your solution from requirements discovery to implementation, extending the solution, and support. It is a key part of the TPG HR policy not only to ensure succession planning for key personnel but also to continuously develop staff and onboard new talent. The benefits for you are reliability of services and a secure future for your investment.

Tailored Approach

TPG have can a tailored approach to PPM solution deployment, based either on a Traditional/Waterfall methodology or an Agile approach as detailed in the following sections.

TPG Waterfall Implementation Methodology

Creating a project and portfolio management (PPM) solution requires extensive experience. Industry-specific expertise and solid process knowledge are crucial to the successful implementation of a PPM system into existing business processes. The TPG 5-Phase Method is based on our 20 years of consulting for large and midsized companies and organisations. This professional approach enables us to implement your PPM system quickly, successfully, and in a goal-oriented way.

PHASE 1: Solution Design – Clear Definition of Requirements



 **Initial situation:** The group agrees dates for the workshops. You have invited all the relevant specialists in your organisation to participate, including staff from the project organisation, management department, controlling and PMO.

Kick-Off Workshop and Recommendation for Further Action

The goal of the first meeting is to obtain a clear understanding of your current situation as well as of the goals of your enterprise-wide project management solution. You will start by seeing an overview of Microsoft PPM so that everyone understands the system's capabilities. TPG's specialists will then collect all the requirements for the system, analyse your existing processes, and make some initial suggestions for proven approaches to meet these requirements. You will receive a report that includes all results as well as some recommendations for the next steps. Depending on your organisation's current situation, we may recommend that processes are optimised first before any work is undertaken on the IT solution. You may decide that your current need is for a resource management solution rather than a PPM system.

Workshop on Planning Processes

This workshop is the next step and deals purely with project creation, time tracking, and resource management as well as the appropriate processes, which we will look at separately from the IT solution. This high-level solution concept will give you a clear idea of what the next steps are, and which tools are best adapted to your needs – Microsoft PPM or perhaps solutions incorporating other applications.

Training on PPM Basics and Configuration Workshop

If the previous workshops have shown that Microsoft PPM is the right solution for you, the next step is a two-day Microsoft PPM course on the basics for your core team. As a result of the course, this team will have the knowledge required to make the relevant decisions. The course is an important prerequisite for the next stage – a configuration workshop that defines your new IT solution.

 **Result:** At the end of Phase 1, you will have a comprehensive concept for the overall solution. This includes recommendations along with an implementation schedule and a list of deliverables for the implementation phase. They form the basis of our detailed and transparent implementation proposal for your project management solution.

PHASE 2: Implementation – Building your Project Management Solution



Initial situation: As a result of the Solution Design Phase, you now have the requirements emanating from the different user groups; you have also defined the interfaces to and from the external systems and documented and fulfilled the system requirements.

Approach: Working in tandem with your technical specialists, we install your PPM solution and integrate it into your IT environment. The data we collected during the workshop is transferred to the pilot system. If necessary, we can program extensions to the complete solution and integrate them step by step.

Result: The technical implementation of the solution is complete. The system now has a sufficient range of functions to support the transition to the pilot phase.

PHASE 3: The Pilot – Rigorous Testing



Initial situation: The pilot team starts using the customised solution, extended with interfaces and specialised functions, in their own environment.

Approach: The pilot team consists of your project manager and selected key users. It will be trained in the customised system. Pilot team members test the solution in real-life conditions using clearly defined scenarios and test procedures. They document all their results, which may lead to the pilot system being modified, if necessary. To ensure the success of this phase, it is essential that both teams meet regularly; we recommend an interval of 1-2 weeks between meetings.

Result: The fully configured solution is ready for production use. The pilot and project teams approve its release from a technical and content-based standpoint.

PHASE 4: Rollout – The Optimised Solution Goes into Production



Initial situation: The PPM solution is released for rollout.

Approach: All the pre-existing tools are replaced by the new enterprise-wide solution. Your trained administrators transfer your existing projects and documents to the production environment. Your IT department starts deploying the solution to users' workstations. In parallel, we

run role-based training for users with up-to-date, organisation-specific data and structures related to the work processes of each job function. This enables users to see how the solution will make their own work easier. Depending on the scope of your EPM solution, it might be advisable or even necessary to customise the training documents beforehand.

 **Result:** Your new project management solution is being utilised by trained users in all areas. It will be used by individually trained staff in all areas.

PHASE 5: Production – Successful Operation with Competent Support



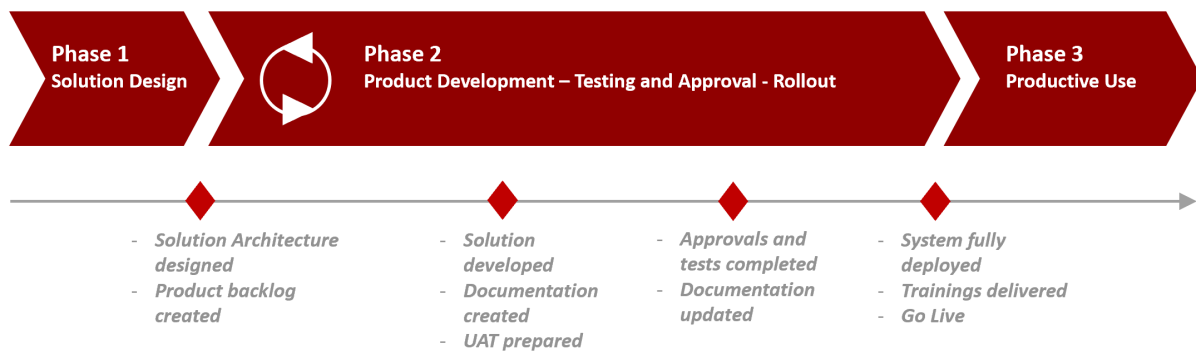
 **Initial situation:** Your PPM solution is fully integrated and deployed.

 **Approach:** Your personalised project management solution is an investment in people, products, and processes. It will be used for many years and become a part of your everyday work. TPG The Project Group supports you with regular maintenance, staff coaching, and application support. We can also adapt the solution to new system environments or requirements. The data and knowledge amassed by the team underpin ongoing productivity improvements.

 **Result:** You benefit from active support during the entire life cycle of your solution. In case of questions the experts of TPG The Project Group will help you.

TPG Agile Implementation Methodology

The TPG Agile Implementation Methodology forms the basis of the way we plan and implement your professional project and portfolio management solution where an Agile approach is optimal for the solution and/or team requirements.



The following sections describe the standard methodology for an agile approach, which fits well to the requested approach and will be adopted during the workshops as needed.

PHASE 1: Project Kick-off and Solution Design

During this solution design phase, recording, evaluation and definition of the requirements are the starting point for the development of an organisation-specific Microsoft PPM solution. This is done in close cooperation with selected knowledge carriers of the customer in several workshops.

The goal is to have a complete picture of the requirements for the future PPM solution at the end of the solution design phase and to integrate them into an overall solution concept. The document contains or refers to the corresponding individual use cases, contains a schedule for the implementation and lists all deliverables. Based on this overall solution concept, the effort estimation for the further phases can be detailed and the implementation schedule can be finalised.

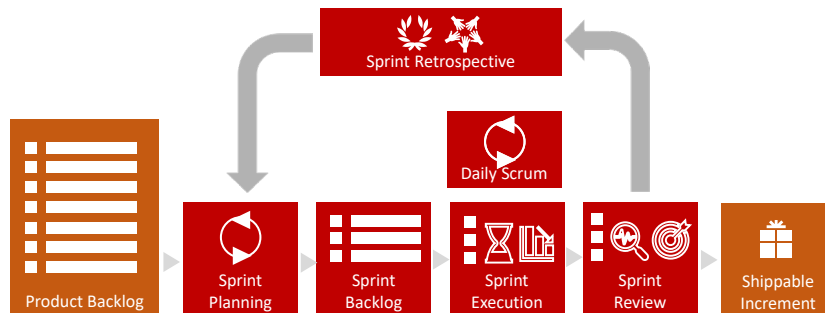
PHASE 2: Agile Implementation – Building your Project Management Solution

After all user stories have been created and reviewed, an estimation of complexity (effort) and priority takes place with the project core team from the customer and TPG. This is the so-called “Planning Poker” (or SCRUM Poker) where each user story receives a complexity number from a range of predefined values. The result is the overall number of story points to work on, a first sequence of functionality to be implemented and the first estimate of the total implementation time. The latter is based on the assumed velocity i.e. the number of story points that usually can be achieved in a single 3-week sprint.

Each Sprint contains the following steps:

- Sprint Planning Meeting and Set Sprint Goals (Output: Sprint Backlog): the project team reviews the selected backlog items, checks for common understanding and evaluates (different) solutions approaches how they can be implemented
- Sprint Execution (including Stand-Up Meetings): the development and implementation team from TPG works on the backlog items, checks feasibility and usability, and presents first results in the

- Sprint Refinement Meeting: this takes place one week after Sprint Planning to validate the solutions developed so far and include small corrections
- Sprint Review Meeting: the results from the sprint are handed over to customer for review and approval. Customer then starts to use the new features, tests and reviews them with feedback to TPG
- Sprint Retrospective Meeting: the goal of these meetings is to discuss and solve all issues that have come up during the sprint, independent if they have been caused by technical or organisational reasons, or misunderstandings from unclear communication or documentation



It is vital to the success of Agile delivery that all parties including the customer have experience in Scrum methods e.g. a Scrum Master who takes care of the process implementation and execution. TPG is happy to provide this skill with a trained and certified SCRUM Master.

PHASE 3: Productive Use

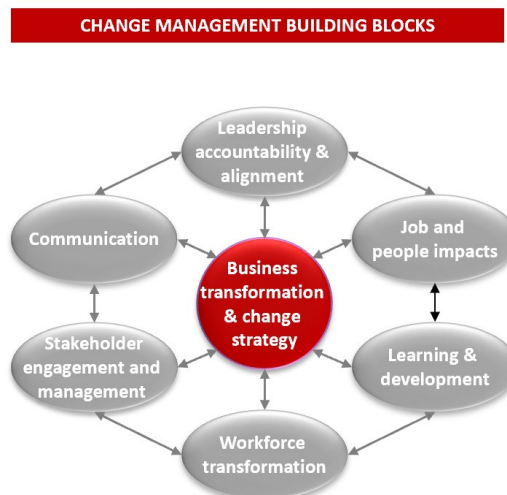
The solution is deployed and rolled out to users. TPG can offer early live support to ensure adoption and ongoing support and maintenance, helping ensure successful use and evolution of your PPM solution within your organisation.

Change Management

Change Management practices underpin project delivery to mitigate and manage resistance, delivering a Return on Investment. Prosci Change Management practitioners support you during the initial assessment, making the organisation ready for change, managing the change, adopting the ADKAR Model for change management and seeing the reinforcement of change adoption.

User adoption is key to maximising your return on investment, regardless of the solution you are planning to implement, TPG can support with the planning and implementation of change management to ensure users embrace the new solution, and you get the most value from your investment.

In parallel to the implementation phases, change management tasks are performed to ensure the acceptance and adoption of the system by the users. The change approach will be defined during initial workshops and relates to the Change Management Building Blocks, as shown in the graphic below:



During the project implementation, if a Change Manager has been agreed as part of the project, they will be responsible for change with you and will act according to the agreed Communication and Execution plan and manage resistance as needed.

Features

- Change management strategy design and delivery.
- Stakeholder analysis (strength of the sponsorship coalition).
- Project Risk assessment (level of risk pertaining to the project).
- Integration of change management with project delivery.
- Change management readiness assessments.
- Change management plans: communication, sponsorship, resistance, coaching & training.
- Change management & transition support: communications, resistance, coaching & training.

Benefits

- Objective assessment of your organisations readiness to change.
- Objective assessment of your organisations ability to change.
- Increased Return on Investment through increasing the speed of adoption.
- Increased Return on Investment through increasing utilisation of change.
- Increase in Adoption through awareness & need for change.
- Increased workforce engagement from End-user to Sponsor.
- Less disruption through proactive resistance management.
- Risk Mitigation - lost productivity, turnover, over-running projects.
- PRINCE2 and Prosci Certified Change Management Professionals (subject to availability).

Power Platform Implementation and Support Services

Give everyone the power to quickly build and share low-code apps with the Microsoft Power Platform.

At TPG, our experienced consultants and developers will support you every step of the way, whether you're evaluating your organisation's needs, looking for packaged industry solutions, or just need help getting started with the Power Platform.

TPG's Power Platform Architects and Developers support organisations drive process improvement and automation leveraging the maximum value from Microsoft Power Apps, Power Automate, Power BI / Fabric and Dataverse.

Services include Governance, Design, Development and Support across the Power Platform with accelerator solutions available for quick return on investment.

Features

- Power Platform Art of the Possible - Solution Overview.
- Power Platform - Centre of Excellence Design & Installation.
- Power Platform - Governance, Architecture, Strategy.
- Business/ End-user Requirements Capture, Definition, Workshops.
- Solution Design (Apps, Flow/Automate, BI/Fabric).
- Solution or portfolio Build (Apps, Flow/Automate, BI/Fabric).
- Solution integration.
- Support, Solution Administration and improvement.
- Training, Adoption Planning, Communication.
- Power Apps - Application Development.

Benefits

- Drives automation of Business Processes.
- Improves business efficiency/ productivity.
- Enhanced auditability of process and approvals.
- Encourages and supports improved decision making.
- Improves accessibility within the organisation.
- Accelerated time-to-value through Low-Code/ No-Code adoption.
- Streamlines/ standardises cross/inter departmental application portfolios.

Microsoft Project / Project Server (all versions) Planner (all versions), TPG ProjectPowerPack - Implementation & Support Services

Organisations often have disparate solutions and systems in place to manage work / tasks / projects / programmes / portfolios. This includes the use of Excel, Project, PowerPoint, Word and any number of other disconnected tools all used in different ways by different people.

At TPG, we help organisations improve the way they manage their work through a combination of people, process, tools and governance.

This encompasses more than simply “project management” and encompasses task management for individuals, traditional and agile project management, all the way through to full portfolio and programme management.

TPG engage with you to deliver problem solving solutions within your Project / Portfolio / Office. We work with you to help improve your capabilities to deliver project, programmes, portfolios and change initiatives to time, cost and quality, by improving governance, planning & demand management, benefits management and resource management standards.

Features

- Current State Assessment - what's good and bad, what needs to change.
- Vision and Strategy - how to sensibly, sustainably improve change.
- Governance framework - how to make better decisions on the portfolio.
- Process and Roles – improve your ways of working.
- Technology – enable governance from the process.
- Invigorating Project Support – making the portfolio work better.
- Originating Project Support - embedding and sustaining P3M within business cycles.
- Project Office Services - providing external expertise and manpower where needed.
- Training and mentoring – reviewing capability, creating development pathways.
- Microsoft Copilot

Benefits

- Agree on the problems and priorities before solution design.
- Fund the correct change initiatives.
- Drive benefits in the solution bottom to top.
- Optimisation of your P3M model to deliver more strategic objectives.
- Avoided cost of manual solutions, investment exploited and sustained.
- Reduce costs collecting less data and creating the wrong reports.
- Plan predictably, encounter fewer risks & issues, and deliver greater benefits.
- Consider options, avoid internal politics, make informed decisions.
- PRINCE2 and Prosci Certified Change Management Professionals.

Managed Support Provider (MSP)

TPG Managed Service is backed up by our business and technology consultants, giving you access to the best Power Platform Microsoft 365 and Office 365 knowledge and advice. Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution today, and insights to help you plan for tomorrow. TPG's Managed Service enables you to keep costs in check, while maintaining flexibility across your cloud services.

- Power Platform
- Power Apps
- Power Automate
- Power BI / Fabric
- Azure Infrastructure

Cloud Solution Provider

Microsoft's Cloud Solution Provider (CSP) program enables TPG to offer cloud licenses / SKUs to your company. The CSP model allows TPG to provide additional value to your cloud experience with support, billing flexibility and expert advice built in.

Features

- UK & Germany based Service Desks.
- Client portal.
- Account manager (Premium Level).
- Dedicated service desk representative.
- Product experts across implemented solutions.
- Teams, telephone and email access.
- 2-hour initial response time.

Benefits

- Fast response times.
- The correct solution delivered first time.
- Improved business continuity.
- Dedicated responds to system outages.
- Enhance and evolve your solution based on specialist knowledge.
- Interact 24x7.
- Access to specialist knowledge.
- Cost reduction and risk mitigation.

Contact Us

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