PROJECT CONTROL METHODOLOGY ›
FOR MULTI-SITE INFRASTRUCTURE ROLLOUTS

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WHITE PAPER

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EXECUTIVE SUMMARY

Owners of multi-site businesses face infrastructure rollout challenges significantly different from large single-site operations. Maintaining visibility and keeping track of the continuous stream of infrastructure upgrades across their many sites, while minimizing costs and ensuring conformance to corporate standards, are just a few of these unique challenges.

Now with the availability of services based on the Project Control Methodology, multi-site business owners can fully realize these objectives.

Current Processes for Multi-Site Infrastructure Rollouts Ignore these Challenges

A multi-site rollout differs from traditional, single-site projects in the following ways:

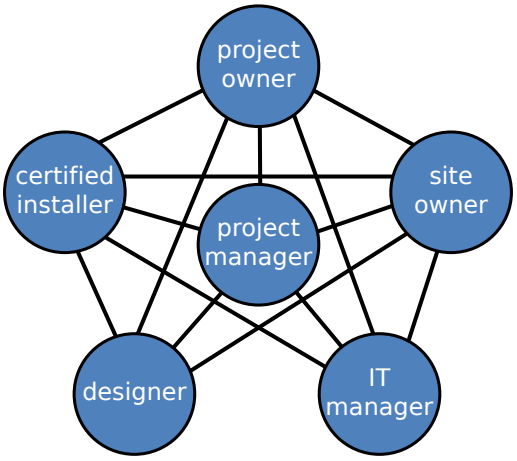
Characteristics	Traditional Single-site	Multi-site Rollouts
Design and Planning	Locally managed	Centrally managed
Size and complexity of each site	Large and complex	Small and simple
Number of Sites	1 to a few	10s to 1,000s
Commonality across sites	Dissimilar	Similar
Proximity of sites to each other	Very close or on the same campus	Spread over a wide geography
Role of owner's senior on-site executive	In charge - represents the owner. Tends to be a general manager	Uninvolved - expertise in owner's business. Project decisions reside with the owner.
Number of simultaneous site deployments	1 to a few, each relatively independent of each other	Many, or the project could take years to complete

"Current processes inadequately tackle the distinctive demands of multi-site rollouts"

Current project management processes inadequately tackle the distinctive demands of multi-site rollouts. A project manager is required to have current and accurate knowledge that project tasks are completing on-time, on-budget and in strict accordance with owner specifications. Typically, this requires the project manager to be on-site. This approach works well for large, single-site deployments. For multi-site rollouts, however, being at one site means being absent from others, resulting in delays and increased costs. Alternatively project managers communicate with field contractors via unsubstantiated phone and email messages, which compromises the reliability of information.

For owners of multi-site rollouts, formal project management initiatives often fail to deliver value as advertised. The time and costs associated with travel to each site may delay rollouts and push schedules beyond targeted completion dates negating any modest improvement in visibility and control which the owner expects from this investment.

Common issues or “pain points” for owners of multi-site infrastructure rollouts are highlighted below



- Lack of visibility to the real status of their project
- Difficulty in enforcing design standards and policies across their many sites and contractors
- Inexplicable project delays
- Poor or delayed communication across a large number of stakeholders
- Inadequate audit trails and process gaps associated with change orders
- Inability to obtain, maintain or secure the most current versions of contracts, specifications, statements of work, “as-built” drawings, warranties and certifications, along with contact information
- Inefficient transfer of project-related information to the owner’s operations personnel
- Discontinuities in project knowledge over time due to turnover of personnel and contractors

“freeing up the project manager to focus on those sites and tasks which justifiably require support”

Project Control Methodology for Multi-Site Rollouts Establishes A New Best Practice

This new methodology offers project owners and project managers real-time visibility and control of their deployments.

How is this accomplished? Combining smartphone technology with cloud-based computing provides the contractor with the ability to quickly and precisely demonstrate that completed tasks are done in accordance with the owner’s requirements. By uploading evidence, such as digital pictures, videos, test reports, and electronic copies of documents like purchase orders and bills of materials directly into the “cloud” project managers and owners can efficiently review and confirm work. This eliminates unnecessary travel to sites where work is progressing as planned, freeing up the project manager to focus on those sites and tasks which justifiably require support. This increases the site deployment tempo, allowing rollouts to be completed in less time.

Bringing Visibility, Control, Automation and Collaboration to Multi-Site Infrastructure Rollouts

The PCM-based service is a comprehensive solution for the planning, procurement, and deployment of data cabling, IP cameras, access control systems, audio / visual systems, telecommunications, wireless

access points, digital signage, point-of-sale terminals, traffic counters, price checkers, preventive maintenance programs and other building system infrastructures with features designed specifically for owners challenged with multi-site deployments:

Features	Benefits
Remote task verification	Pushes evidence-based statusing to those doing the work, freeing the project manager to focus on keeping projects on track
Tailored workflows	Ensures process control over your repeatable processes (such as approvals); does not require any programming knowledge
Intuitive dashboards and task visibility	Real-time, paperless status with complete transparency and traceability to the verified task entry
Auto-sequencing of scheduled events	Enforces collaboration among stakeholders while automatically advancing planned work
Auto-sequencing of pre-defined approvals	Eliminates confusion and unanticipated charges at project completion
Multi-site rollout best-practices	Templates, workflows, and catalogs make project estimating, bidding, and deployment easy
Perpetual, central repository of highly filterable and searchable project data	Organize, sort, and locate all project information during, and long after, a project is completed to bridge personnel changes
Maintenance and warranty alerts	Notices can be set so as not to miss preventive maintenance or warranty expiration dates
Web-based, real-time project status	Permission-based easy access and easy knowledge transfer for new project personnel without system training or hand-over time

“PCM increases confidence and improves the accuracy of information through the use of remote task verification”

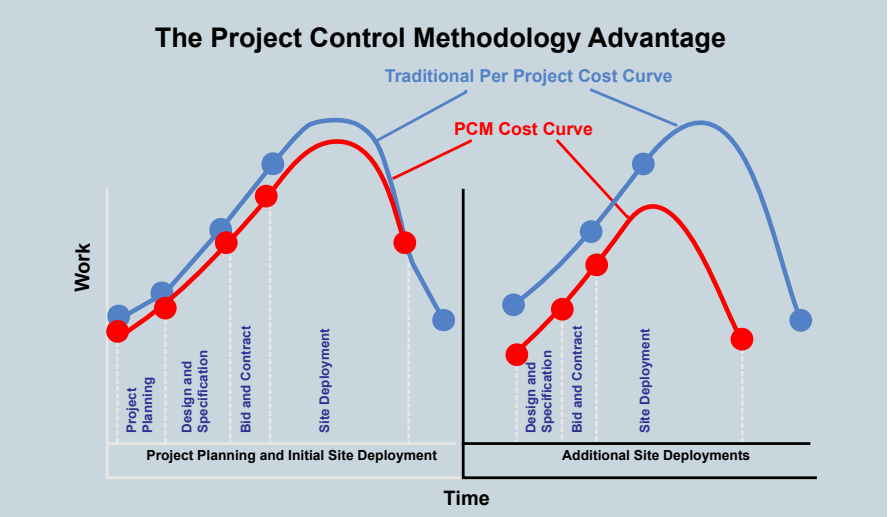
PCM increases stakeholder confidence and improves the accuracy of information through the use of remote task verification. This methodology validates a project’s progression without the need for regular site visits by the project manager, thereby reducing costs and enabling a high tempo of site deployments.

Electronically posted documents like RFQs, BOMs, specifications, proposals, contracts, change orders, test results, and warranties, replace paper documents while approvals and change orders are logged electronically for easy reference. Virtually all information pertaining to a project is input into, generated by, or maintained within the PCM.

The PCM provides a centralized repository for all project information, communication and agreements in a highly filterable and searchable database available to owners throughout the project rollout and long after a project completes.

CONCLUSION

Return on Investment



Advantages of Project Control Methodology

Owners have unparalleled control of their projects through increased visibility to all activities and information, increased tempo of site deployments and access to all project information long after a project completes.

Project managers manage by exception and use lessons learned from previous sites, improving contractor and vendor efficiency.

Contractors work their tasks more efficiently by providing continuous evidence they are meeting requirements; reduce miscommunications over change order authorizations; gain clarity of daily task responsibilities, schedule impacts and simplified reporting of task status.

In summary, the PCM harmonizes workflows, documentation and communication for all stakeholders. Human error and unwarranted delays are eliminated. For the first time, owners, project managers and contractors have access to the same project information, enabling faster deployments and eliminating project confusion. Reliable archived project information is available for retrieval when needed.