



Wendia

POB Project & Change Management



The POB Project & Change Management module helps ensure that standardized methods and procedures efficiently and promptly handle all changes and projects in order to minimize the impact of change-related activities and improve day-to-day operation. POB Project & Change Management also gives change management processes clear visibility and improves the communication channels to promote a more effective workflow.

POB Project & Change Management defines the standards required to secure the efficiency and effectiveness of any change management process, which enhances quality and optimizes the use of resources.

Benefits to Your Organization

Management can rely on the information in POB to assess the impact of a change to the business. They can maintain the necessary balance between the need for change against the impact and cost of the change. Effectively managed and implemented changes are usually successful on the first attempt, and result in the early realization of benefits, ultimately saving time and money.

Benefits to the User

POB Project & Change Management (PCM) defines the standards required to secure the efficiency and effectiveness of any change management process, which enhances quality and optimizes the use of resources. POB keeps users up-to-date, providing everyone with the ability to plan and follow up on change activities. This process ensures responsibilities are appropriately assigned. Most importantly – the information is accurate and clearly visible for everyone who needs to access and utilize it.

Change Management for Competitive Advantage

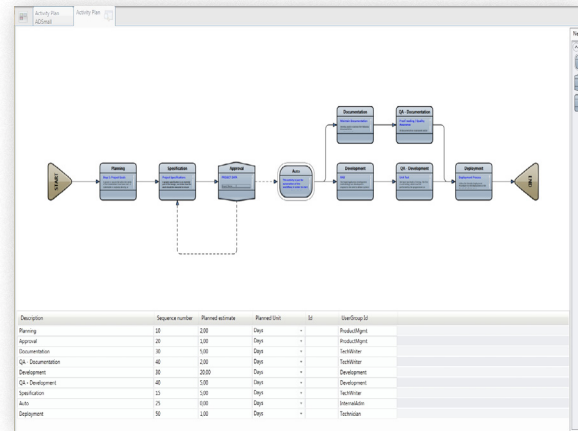
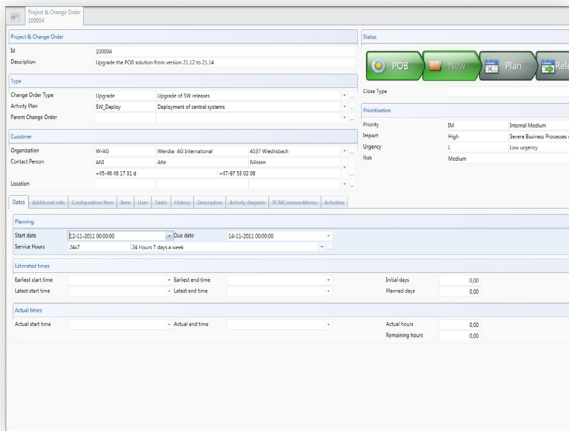
Managing changes has become a full-time

occupation. Efficient service management requires the ability to make changes quickly and securely. Change management has therefore become indispensable to the satisfactory provision of services. Improved visibility will help support staff keep customers fully updated.

Change Order Management

POB supports the workflow for multiple change orders when many people are responsible for different tasks. You can:

- Create, maintain and follow-up on change orders, processes and projects
- Relate activities and activity plans to the change order
- Include contingency plans
- Manage and review the activity progress and status
- Categorize the change order
- Verify impact and risk
- Automatically control workflow processes
- Release activities and change orders according to start dates or change order progress
- Automatically plan activities from start date to due date



▲ Project & Change Management Details

▲ Project & Change Management workflow configuration through graphical drag and drop interface

- Escalate change orders and activities
- Implement approval processes
- Relate Service Level Agreements to change orders

Activity Management

POB supports the entire workflow process in a change order. You can:

- Create and maintain activities (including standard activities)
- Create and maintain activity instructions
- Integrate to word processing documents, drawings, pictures, spread sheets, etc.
- Follow-up on an activity status
- Automatically release serial and parallel activities

Each responsible person can view the activity list or use the standard company calendar to look up valid activities in order to follow up on them. The system can also send an e-mail as a reminder when an activity is released.

Activity Plan Management

In POB, you can enter and maintain change process models, which will help ensure your company operates in a secure and standardized way. Standard times, responsibilities and documentation can be defined for each step or activity in the change process, which means you manage and control your standards (e.g. ISO9000), control deviations from standard, and keep alternative contingency plans fully up-to-date.

Integration to Calendars and MS Project

POB is fully integrated to MS Outlook calendars, allowing everyone to use the calendar functionality to plan and coordinate

activities, change orders and projects.

Accessing the PCM module

You can access the POB solution from a windows platform or a web browser.

Monitoring

POB's monitor function, the POB KPI Explorer, allows you to monitor any critical process, target, performance or service level, etc. The monitor application is a main part of the service management process, and it can be tailored to fit each individual user of the POB solution.

With real-time data being displayed in a variety of colorful chart types, and rich data drill-down possibilities through tables, charts and maps, the POB Dashboard add-on offers state-of-the-art graphical objects to monitor your defined KPIs.

Task Management

Task Management allows many people to take part in the activity process. Tasks are synchronized with MS Outlook.

Reporting

The built-in reporting options enable you to create reports on any Key Performance Indicator, ensuring that you achieve your business goals. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability and market trends.



Excellence in Service Management

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