

Manage Customer Contracts Super-securely in the Palm of Your Hand



ProjectWare's Customer Contracts Dashboard secured with DSAPPS super-secure cloud storage allows collaboration with customers, sales and support teams – enhancing customer experience and automating project commitments.

ProjectWare

Introduction

“80% of your company’s future revenue will come from just 20% of your existing customers.”

– Gartner¹

In today’s hypercompetitive business landscape, customer loyalty is the not-so secret weapon to maintaining a healthy business. Vendor-customer satisfaction is paramount. Implementing vendor-customer contracts and project plans on time, within budget, issue free and achieving all agreed-upon goals is key to maintaining existing customers and signing up new ones.

Whether it’s a matter of communication breakdowns, contract mismanagement or unexpected cost overages, customers can become dissatisfied with their project partners and their management products pretty quickly.

As Colin Ellis from CIO.com² described, one of the primary complaints customers have of providers is “They don’t get the way we do projects.”

In order to cut down project execution complexities and automate contract management, ProjectWare introduces a mobile customer contracts dashboard – secured with DSAPPS cloud storage – to help project teams plan, track and implement contractual plans.

From sales, support and project teams, to the customers who are impacted the most, this web-based contract management dashboard helps all parties come together to work efficiently in one collaborative space.

In this eBook, we will cover seven critical benefits that the ProjectWare dashboard delivers that can help users transform their contract execution and fulfillment processes for all projects.

Projectware Dashboard

ProjectWare

Manage projects, programs, actions, teams, resources, documents, issues
Customize solution templates, Rapidly automate business processes

1. Forbes | <http://www.forbes.com/sites/alexlawrence/2012/11/01/five-customer-retention-tips-for-entrepreneurs/>

2. CIO.com | <http://www.cio.com.au/author/2147447874/colin-ellis/articles>

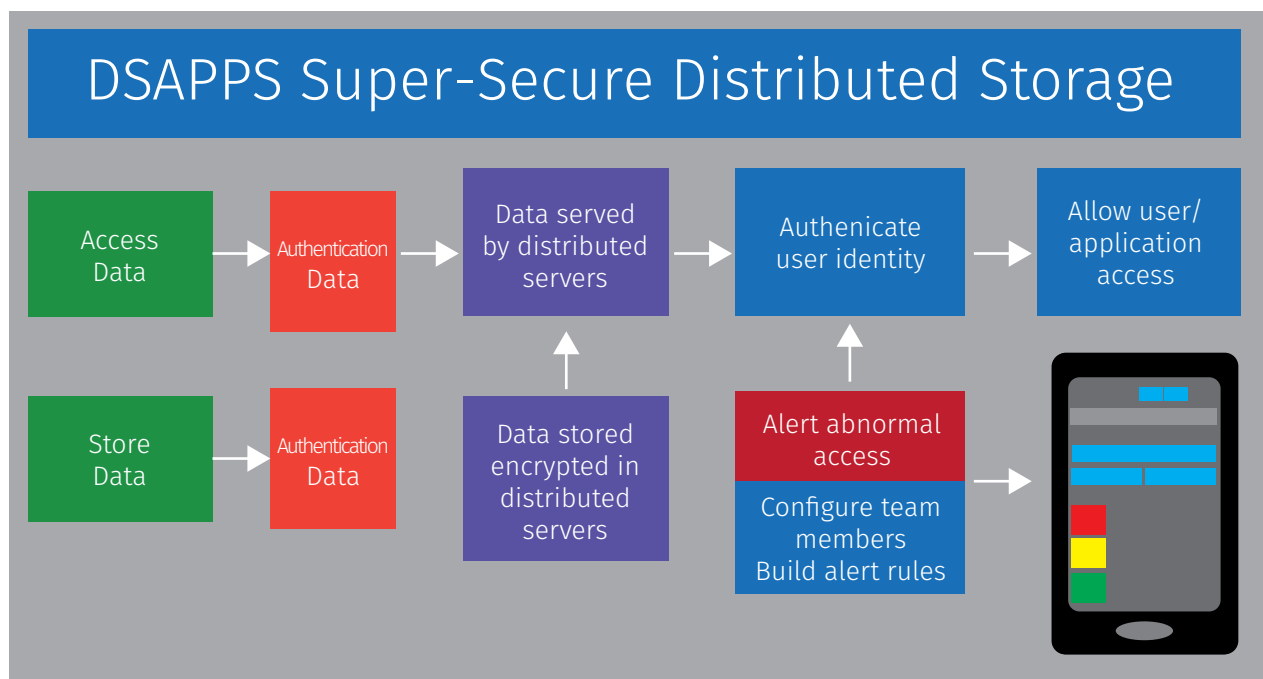
Benefit 1: Super-Secure Collaboration

With a large number of choices for mobile and cloud technologies, users have access to a wide range of collaboration platforms. The challenge is in ensuring top-class cloud security. Uncontrolled use of external file storage/share systems is a major threat to the management of an organization's intellectual property.³ With data breaches and hackers increasing their attacks on sensitive files and databases, it is imperative to use not only state-of-the-art encryption, but also cloud security technologies.”

ProjectWare's Contract Automation Dashboard secured with DSAPPS super-secure distributed cloud storage technology offers organizations worry-free collaboration platform. It allows customers, sales teams and support teams to closely work together.

DSAPPS super-secure distributed technology (www.dsapps.com) goes beyond encryption. Sensitive data is encrypted, anonymized then distributed over a wide number of cloud servers. DSAPPS patent ending technology ensures that business-sensitive project plans and customer contracts are safely shared and available to the right project team members with push-button ease.

For IBM PowerLinux users, DSAPPS leverages IBM PowerLinux cryptographic acceleration support and cryptographic co-processor to ensure the highest level of security and reliability.



3. Computer Weekly | <http://www.computerweekly.com/feature/Being-able-to-collaborate-in-the-cloud-is-vital-for-business>

Benefit 2: Ensure Business Cash Flow

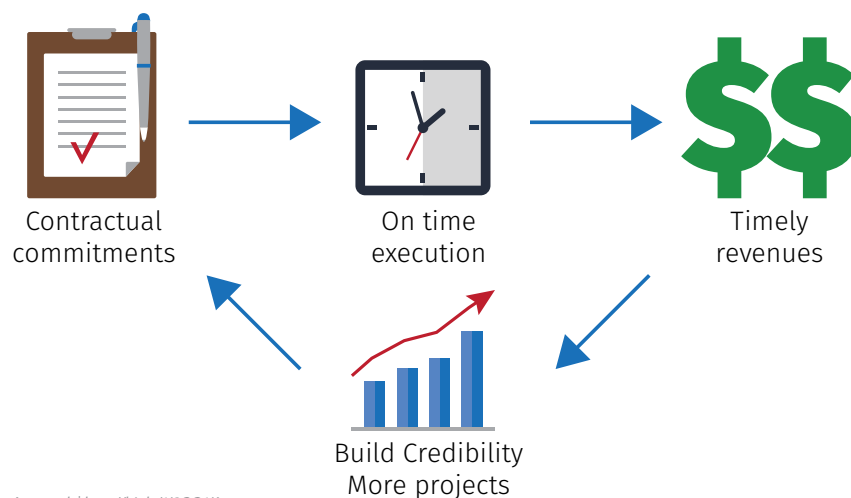
Managing project teams to stay on top of delivering contractual commitments on time ensures contractual payments are received in time. It is critical that businesses maintain their project cash flow.⁴ Healthy cash flows are paramount to ensuring healthy business continuity and growth.

Unfortunately, there are myriad of contract execution steps that impede the progress of fast execution of customer contracts and projects.

Project team members not being on the same page can stymie contract execution. It is necessary that project schedules, key milestones, resource schedules, budget information and all other project documents be centrally shared, accessed and updated by all relevant project team members – from the start of the contract and throughout the life cycle of the contract. Issues that delay project execution must be identified early, resolved quickly and involve all parties. Tasks falling behind in work progress must be identified early and resources must be managed appropriately to ensure they do not delay contractual fulfillment.

How the ProjectWare Dashboard Can Drive Project Cash Flow

- Helps execute customer contracts and projects faster through centralized project planning and tracking. All contractual information, project plans, resource details, documents, project notes and the like are placed in centralized data repositories on the cloud and available for access by all project team members, customers, sales-people, etc.
- Helps deliver customer commitments on time by immediately flagging delays and problems. ProjectWare Dashboard tracks and assigns color codes to all tasks to flag outstanding issues that require resolution.
- Speeds up decision-making and automates team follow-ups through faster resolution of project issues. Project team members are flagged on outstanding issues.
- Facilitates faster project billing cycles by completing projects on time, avoiding contractual penalties and allowing faster billing and prompt cash collection.



4. Project Management: A Strategic Planning Approach | <http://bit.ly/112QO1K>

Benefit 3: Provide Sales and Marketing with a Selling Tool

Be clear with your customers. Involve your customers during project execution.⁵ Make them part of the team. Keep them informed on project status, project issues, challenges and open communication.

Team selling is the trend today.⁶ With the need to solve the complexity of systems, technology and product requirements, sales teams have to act as project team coordinators – pulling in necessary resources and keeping customers informed on progress and challenges.

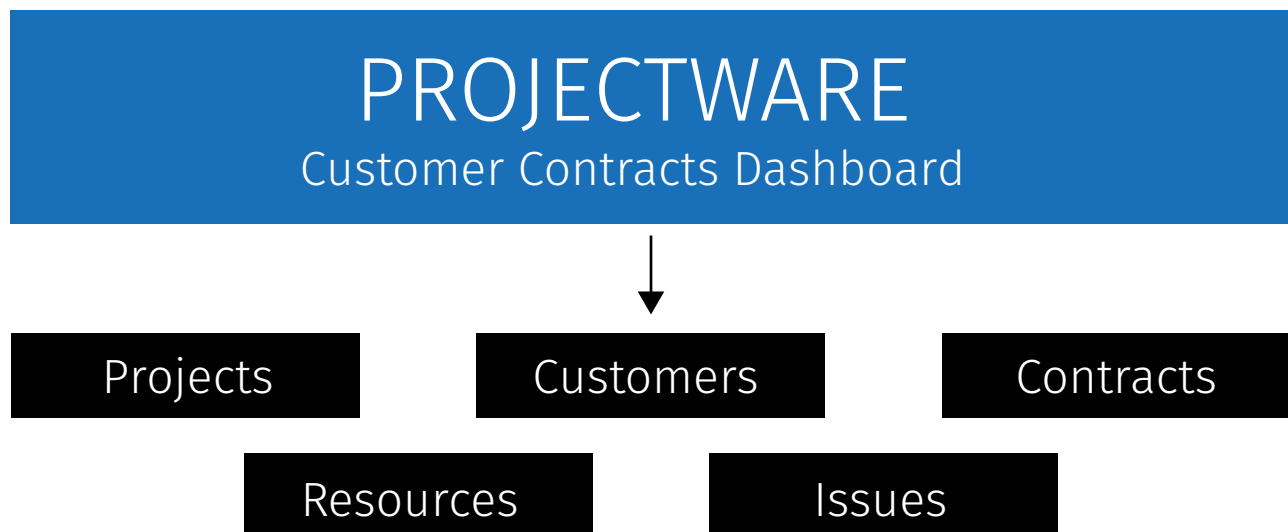
For sales and marketing teams looking for any edge to make a sale, having a platform that automates and streamlines processes is a powerful asset.

In comparison to antiquated email processes, a project management dashboard presents more consistency to the sales cycle. Customers will take notice that your sales and marketing teams are using sophisticated

processes and technology to sell the product, which enhances the odds of them buying into the product. Pulling customers into a more collaborative team will improve customer satisfaction and lead to more sales.

How the ProjectWare Dashboard Can Boost Sales and Marketing Results

- Improves team coordination and deployment to melt-levels of customers, influencers, users, stakeholders, sales and support teams.
- Provides a proactive customer collaboration platform with greater customer involvement.
- Brings together customers, sales, support and project resources into one team.
- Accelerates sales cycles with improved customer and sales communication.



5. Fortune | <http://fortune.com/2014/04/02/how-to-deepen-customer-loyalty-be-transparent/>
6. Developing B2B Sales | <http://developingb2bsales.com/advantages-of-team-selling/>

Benefit 4: Improve Customer Satisfaction

Customer collaboration is key to building a good customer experience. Customers from Airbnb to NFL companies find that building a collaborative experience is essential for improving customer satisfaction.⁷

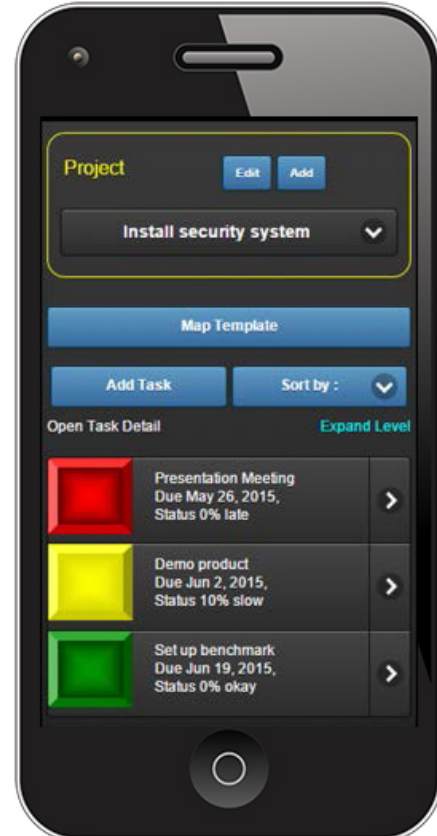
Collaborative project management plays a huge role in improving customer communication, especially when the customer is closely integrated with other project teams and has full transparency into project plans and status.⁸

Collaboration is a major key to meeting customer expectations, especially when it comes to staying on track with contractual milestones and requirements. Customers expect their contract to be honored, and when it can't, they expect a swift resolution.

Given the advancement of web-enabled project management platforms, customers, sales and project team members can gain full transparency of contract processes and systems to make any necessary changes. These changes can be tracked and communicated in an open, collaborative environment. You can even manage all of this activity in the palm of your hand through the mobile device of your choice.

How the ProjectWare Dashboard Can Enhance Customer Collaboration and Satisfaction

- Manages and delivers customer contractual milestones.
- Provides a centralized collaboration platform for sharing key plans and documents.
- Delivers faster issue resolution process.
- Increases customer sales with responsive support and team collaboration.



7. Forbes | <http://www.forbes.com/sites/scottdavis/2014/05/19/from-airbnb-to-the-nfl-the-collaborative-customer-experience/>

8. Capterra | <http://www.capterra.com/project-management-software/user-research/>

Benefit 5: Reduce Project Execution Risks

“The heart and soul of managing a project is centered on managing the risk.”

–Project Manager, FLUOR Government Group

2015 Pulse research revealed that 64% of organizations report frequent use of risk management practices. Specifically, 83% of “high performers” use risk management practices compared to 49% of “low performers.”⁹

Risk is inherent in any project lifecycle—especially during the execution phase. Risk can stand in the way of a project being completed on time, which takes a toll on opportunities possible and customer confidence. It’s the ability to proactively manage and minimize risks that makes all of the difference in achieving better project outcomes and overall profitability.

How the ProjectWare Dashboard Can Help Users Stay Ahead of Risks

- Identifies project issues and delays through visual, color-coded dashboard functions.
- Supports automated follow-ups on plan, allowing team to stay on track.
- Automatically predicts milestone completion delays by comparing actual work-progress to required work-progress.



9. PMI.org | <https://www.pmi.org/~media/PDF/learning/pulse-of-the-profession-2015.ashx>

Benefit 6: Reduce Project Execution Costs

“One in six IT projects (of 1,471 projects that were studied) have an average cost overrun of 200% and a schedule overrun of 70%.”

–Harvard Business Review¹⁰

A study by PricewaterhouseCoopers, which reviewed 10,640 projects from 200 companies in 30 countries and across various industries, found that only 2.5% of the companies successfully completed 100% of their projects.¹¹

Project execution delays can add to unforeseen costs that aren't accounted for in the initial project management planning stage. Considering that most organizations execute their projects under a tight budget, cost overrun can compromise the possibility of ROI and even put budgets in the red. But tracking these costs can be difficult. According to a study by The Access Group, the businesses they spoke with “identified capturing time/costs against projects as their biggest project management challenge.”¹²

Having an automated and intuitive system that can help you flag budget overruns can keep monetary damage to a minimum. You'll get immediate updates on urgent cost issues that need to be addressed.

How the ProjectWare Dashboard Can Help Users Control Costs

- Quickly highlights and resolves issues before they escalate.
- Leverages summary dashboards to highlight key items requiring attention.
- Displays project status in real time.

Task	Costs Actual	Budget	Status
Install computing system	2000	25000	Watch cost spend rate
Hire consultant	5500	5000	Over cost budget
Select team	250	500	Under cost budget

10. Harvard Business Review | <https://hbr.org/2011/09/why-your-it-project-may-be-riskier-than-you-think/ar/1>

11. Gallup | <http://www.gallup.com/businessjournal/152429/cost-bad-project-management.aspx>

12. Capterra | <http://blog.capterra.com/surprising-project-management-statistics/>

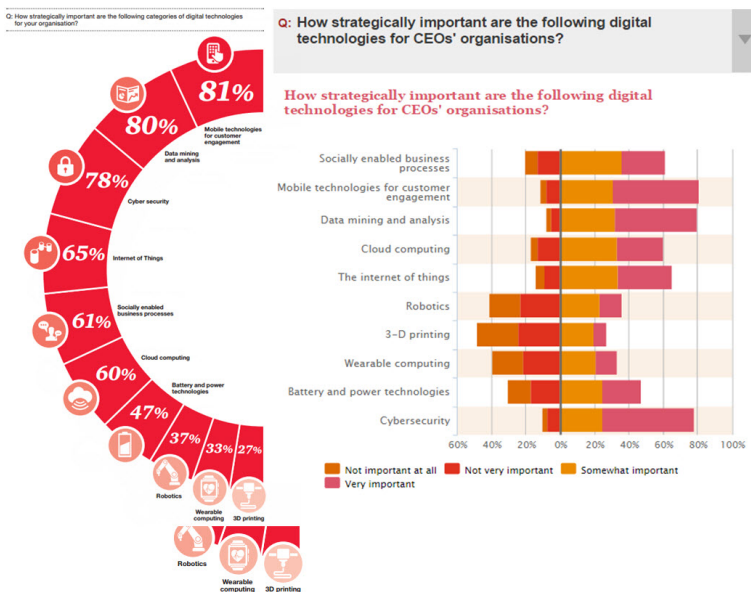
Benefit 7: Supporting a Mobile and Globally- dispersed Project Workforce

Mobile workforce is one of the fastest growing trends today. The enterprise mobility movement shows no signs of slowing down or reversing its progress. 2015 looks to be the most mobile yet for enterprise workers.¹³ Cloud and mobile technology adoption has transformed the way businesses can work together and the way customer and vendor project teams manage their contract execution steps. Cloud and mobile integration makes it easier for project teams to work in concert, reduces manual processes and enables the onboarding of a more secure platform for managing contracts.

Through a cloud and mobile-powered contracts automation process, you'll be able to securely access, share, update and store essential contract information to keep projects on course.

How the ProjectWare Dashboard Can Help Users Take Advantage of Cloud and Mobile Functions

- Provides mobile access to globally dispersed team members across organizations. ProjectWare supports the latest platform independent of mobile technologies, supporting all brands of smartphones, tablets, laptops, desktops, and more.
- Ensures plans and documents can be accessed by the appropriate level of project team members. ProjectWare Dashboard provides clear, role-based access to project data. Only clearly designated project team members have visibility into contractual and project information. Tasks within projects may be assigned to third parties who will have visibility only into the information relevant to the assigned tasks. All documents are integrated with project tasks and only authorized personnel may view these documents.
- Leverages the latest cloud technologies partnering with the most advanced technology providers – IBM, Red Hat, Amazon, Microsoft and Salesforce.



13. Ingram Micro Advisor | <http://www.ingrammicroadvisor.com/security/a-look-ahead-mobile-workforce-trends-in-2015>

Conclusion

With an automated contracts management dashboard backed with super-secure distributed cloud storage technology and served in an easy-to-use mobile platform, your customers, sales, support, and other partners can effectively collaborate. This improves customer service, boosts sales and improves revenue collection.

ProjectWare can help your team rapidly automate business processes within and beyond the enterprise. We've spent over 20 years helping large and small business enterprises automate projects, customer contracts management and project integration.

ProjectWare has spent over 20 years focused on project management solutions and business intelligence software. Contact ProjectWare to find out how our Customer Contracts Dashboard can work for you.

ProjectWare

Power
Systems 

Available

sales1@projectware.com · [408-940-5003](tel:408-940-5003) · www.projectware.com