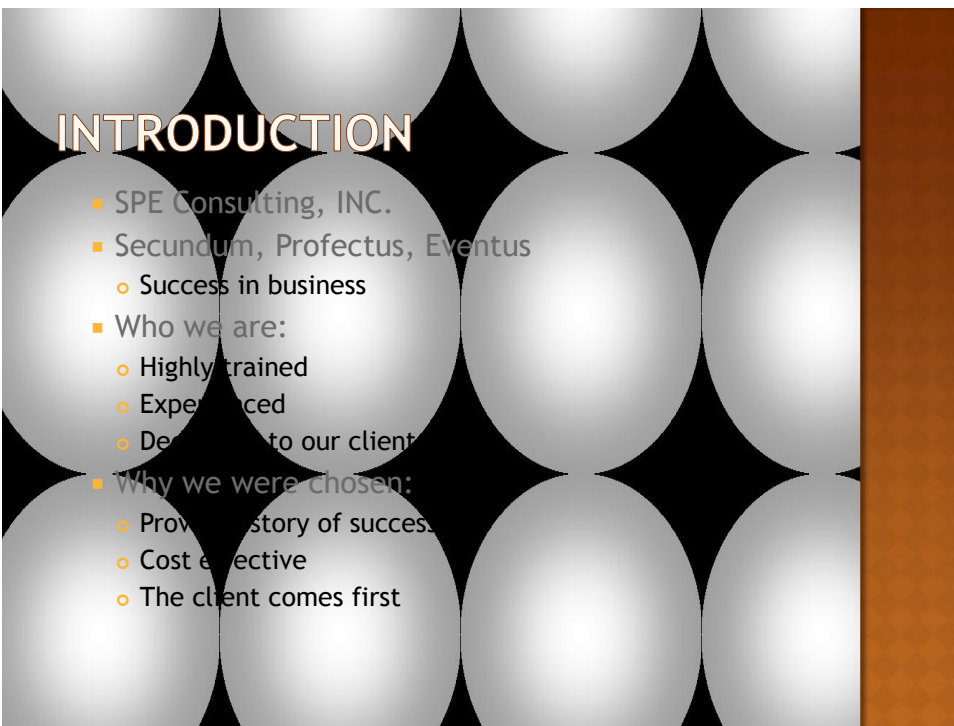
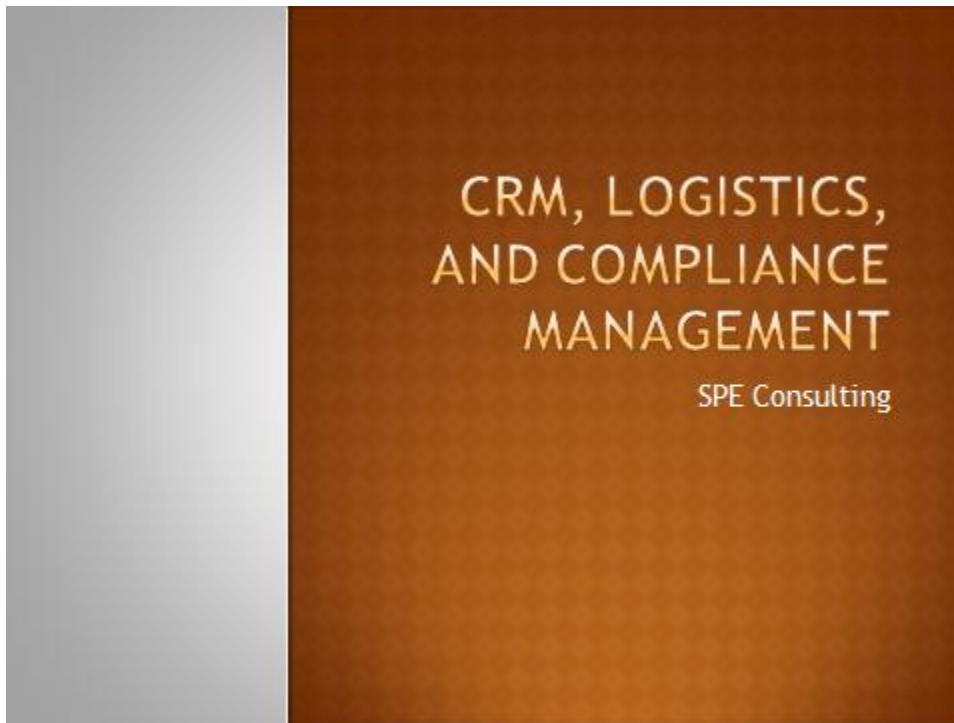


P/I Matrix for CRM, Logistics and Compliance Management

Probability/Impact Matrix

Probability	high	Poor Training Employees Reject System Stolen/lost mobile devices		Project Delayed Project Overbudget
	medium		System Hacked	SaaS System inadequate
	low	iBolt Fails New system inefficient	Mobile Hardware Incompatible	System Failure TTC loses interest
		low	medium	high
			Impact	

SPE Consulting - Presentation



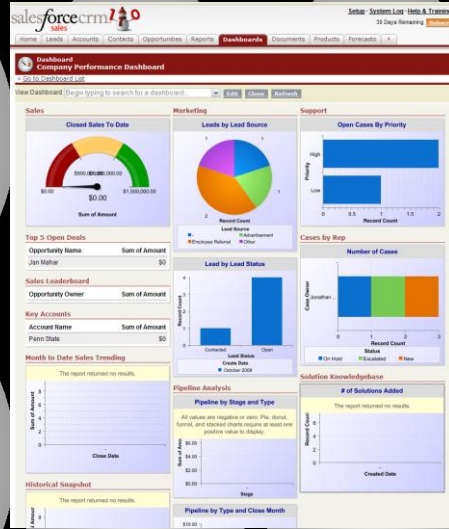
PROJECT OVERVIEW

- Workstream I: CRM System
 - What was required:
 - CRM application appropriate for SMB
 - Compliant with Service-Oriented Architecture
 - Secure SaaS-based system that will ensure data security
 - Forecasting, territory management, and change management features
 - Customizable dashboard and reports
 - Analytics and Reporting

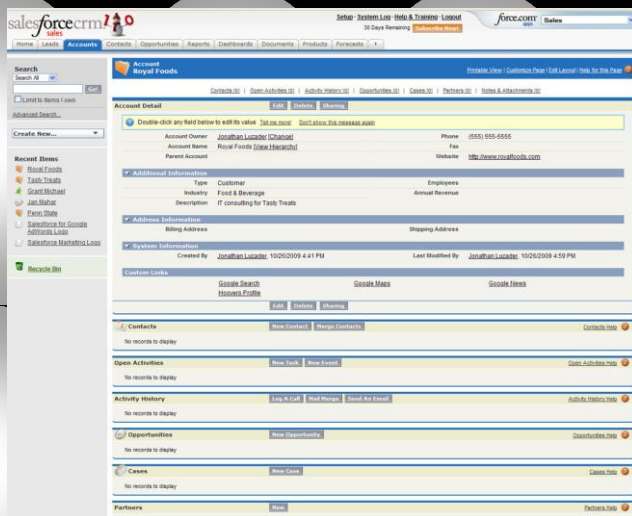
WORK STREAM I: CRM

- What is being delivered
 - SPE Consulting recommends Sales Force CRM
- Why Sales Force?
 - Cost Effective
 - Cloud Computing, Services can be accessed from anywhere in the world
 - Secure
 - Each computer using Sales Force needs it's own access verification
 - Customizable Dashboard
 - Forecasting and Analytics

SALES FORCE



SALES FORCE



WORKSTREAM II: LOGISTICS

- What is required:
 - Billing and order management functions
 - Integration with wireless reporting tools
 - Product distribution tracking
 - Streamline communication between logistics providers, shipping agents, warehouse and delivery agents
 - Automate Fulfillment process
 - Shipment Status and Inventory dashboards
 - Warehouse Management Functionality

WORKSTREAM II: LOGISTICS

- What is being delivered:
 - Oracle Warehouse Management Suite
- Why Oracle?
 - Cost Effective, real-time inventory management
 - Built-in features for analytics and forecasting, inventory analysis
 - Synchronizes warehouse material handling with transportation activities, all in real time
 - Minimizes labor costs
 - Improves productivity

WORKSTREAM III: COMPLIANCE

- What was required:
 - Regulatory Compliance with European Union
 - Detailed business metrics to Royal Foods for EU compliance
 - Transaction information reported daily
 - Customer Information provided at business month-end
 - Fully Automated and integrated with SAP Business Objects

WORKSTREAM III: COMPLIANCE

- What is being delivered:
 - Magic Software: iBolt
 - Business and Process Integration Suite
 - Capable of integrating SalesForce, SAP Business Objects and Oracle Warehouse Management
 - Streamlines processing environment
 - Instantaneous integration of box
 - Full functional
 - Brings all of Tasty Treats information systems together in ONE environment
 - Supports automated reporting

PROJECT STATUS

- Project on time
- Project is under budget
- Expected completion date: 1st February 2010

List of Prioritized Risks for CRM, Logistics and Compliance Management

Prepared by: Noah Halpert

Date: October 28, 2009

Ranking	Potential Risk
1	Interest fails
2	Project Exceeds budget
3	System Failure
4	System Hacked
5	Project Delayed
6	SaaS System is inadequate
7	Mobile Hardware Incompatible
8	Efficiency
9	Employees Reject System
10	lbolt fails
11	Poor Training
12	Stolen Hardware

Issue Log

Prepared by: Dave Capan, Jon Luzader

Last Update: 10/28/09

Issue #	Issue Description	Impact on Project	Date Reported	Reported By	Assigned To	Priority (M/H/L)	Due Date	Status	Comments
1	No previous CRM	Lack of training using any CRM system	9/30/09	Dave Capan	Group	L	10/30/09	Open	Training Regimen for CRM added
2	Financial Information	No financial information given; requires more research	9/30/09	Noah Halpert	Group	M	10/30/09	Open	Research has been completed
3	Vagueness in clients requirements	Causes many assumptions to be made, deliverables need to be verified	9/30/09	Dave Capan	Group	L	12/02/09	Open	Completed
4	Handheld Performance Issues	Devices needed software and driver updates, minimal impact	10/28/09	Jon Luzader	Group	L	10/30/09	Open	Software updated
5	User Integration with multiple systems	Medium to high impact, adequate training must be ensured	10/28/09	Jon Luzader	Group	M	12/2/09	Open	Training regimen being implemented
6	Delay in handheld device distribution	Minimal, caused training and familiarization to be moved forward	10/28/09	Jon Luzader	Group	L	10/2/09	Open	Training to commence at later date, once devices distributed
7	Update Set 1 Deliverable	Revisions need to be made to improve flaws and	10/28/09	Noah Halpert	Software Specialist, Technology Specialist,	M	10/31/09	Open	Due to changes in Set II, Set I

		weaknesses			Business Specialist PM				required updating
8	Security Issues	The implemented CRM system needs to be fully secure	10/28/09	Noah Halpert	Software Specialist, Technology Specialist, Business Specialist	M	12/02/09	Open	Security issues addressed by IP logging and verification
9	Acceptance of New Consultants	SPE has new hires	10/28/09	Noah Halpert	Group	M	12/02/09	Open	Training
10	Employees Adapting to new system	TTC has to be willing and cooperative in the implementation	10/28/09	Noah Halpert	Software Specialist, Technology Specialist, Business Specialist PM	H	12/02/09	Open	

Assumptions Log

Prepared by: Dave Capan, Jon Luzader

Last Updated: 10/28/09

1. Company discount on mass purchases of hardware and software.
2. Company headquarters is located in a company warehouse.
3. Budget will be large enough to complete project.
4. Existing TTC data is backed up.
5. No previous CRM is used.
6. New SaaS system will be compliant with TTC needs.
7. TTC will not cut budget.
8. Adequate training will be given to all employees.
9. Any new software will be compatible with existing or future TTC hardware.
10. SPE is not developing any software, it is cheaper for our client to have us to train, implement and install Sales Force, Oracle and iBolt and manage its integration across the organization in a structured, organized manner.
11. On the WBS, Initiating, Monitoring and Controlling, and Closing Phases have been collapsed for screenshot purposes