

2009

# *CRM, Logistics and Compliance Management*

*SET I Deliverables*

*Updated version of SPE Consultant's Set I Deliverables for Tasty Treats, LLC*

*Jon Luzader, Grant Michael, Nick Hercane, Dave Capan, Noah Halpert  
SPE Consultants  
10/30/2009*



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# *LETTER OF INTENT for RFP for CRM, Logistics and Compliance Management*

**Date: October 2, 2009**

*SPE Consulting  
222 West Beaver Avenue  
Suite 307  
State College, Pa 16801*

**Attn: Tasty Treats**

**Alan Meng, EVP**

*Dear Mr. Meng,*

*SPE Consulting is pleased to submit this response to Tasty Treats Corporation's request for proposal. We look forward to supporting Tasty Treats Corporation in this area. As you read our proposal, we are certain that you will conclude both that SPE Consulting has a talented team along with a thorough understanding of TTC's objectives driving this project, making SPE Consulting the ideal choice to assist TTC with the proposed project.*

*Our proposal brings all core competencies together, including core consulting capabilities and the end-user computing practice.*

*We believe SPE Consulting and our highly skilled team can successfully assist Tasty Treats Corporation achieve its objectives based on our:*

- *Reputation*
- *Reliability*
- *Experience*
- *Knowledge*
- *Dedication*

*We have composed a team that has been carefully selected based on their individual skills and knowledge area. We believe that you will find our team is unmatched in terms of quality and reliability.*

*If selected for this project, we would deliver an outstanding CRM standard. Until we have executed a statement of work, neither party is obligated to the other for this project.*

*Thank you for inviting SPE Consulting to present you with this proposal. We are eager to earn your business and assist you in achieving your objectives.*

*Sincerely,*

*Jon Luzader*



# Project Charter

**Project Title:** CRM, Logistics and Compliance Management

**Project Start Date:** 9/14/2009                      **Projected Finish Date:** 3/9/2010

**Budget Information:** See Attached

**Project Manager:** Jon Luzader, 484-429-3340, jon.luzader@gmail.com

**Project Objectives:**

- *Customer Relationship Management*
- *Implement and Deploy CRM Application Appropriate for Tasty Treats*
- *Integration with Microsoft Exchange Outlook Platform*
- *Comprehensive Analytical Component to Provide Reporting and Analysis Functionalities*

**Main Project Success Criteria:** *In order for the project to be considered successful all written specifications must be met, including the above objectives. All components must be tested thoroughly, and meet or precede the completion date. The CEO will formally approve the project and its components taking advice from the key stakeholders.*

**Approach:**

- *In the next two weeks, create the appropriate work breakdown structure, scope statement, and Gantt chart providing the work requirements to be completed.*
- *Purchase the necessary hardware and software within projected date.*
- *Hold weekly meetings to review progress with Team and bimonthly meetings with sponsor.*
- *Thoroughly test the software and hardware acquired.*

**Roles and Responsibilities:**

<b>Role</b>	<b>Name</b>	<b>Position</b>	<b>Contact Information</b>
<i>Project Manager</i>	<i>Jon Luzader</i>	<i>Manager</i>	<i>jonluzader@gmail.com</i>
<i>Consultant</i>	<i>Noah Halpert</i>	<i>Business Specialist</i>	<i>nah5058@psu.edu</i>
<i>Consultant</i>	<i>Nick Herncane</i>	<i>Technology Specialist</i>	<i>nmh5046@psu.edu</i>
<i>Senior Consultant</i>	<i>Grant Michael</i>	<i>Software Specialist</i>	<i>gpm5030@psu.edu</i>
<i>Consultant</i>	<i>Dave Capan</i>	<i>Systems Specialist</i>	<i>doc5051@psu.edu</i>

Sign-off:

*Noah Halpert   Jon Luzader   Nick Herncane*

*Grant Michael   Dave Capan*



# Scope Statement

**Project Title:** CRM, Logistics and Compliance Management

**Prepared by:** Nick Herncane

**Date:** 9/24/2009

**Project Justification:** Royal Foods has asked TTC to prepare a plan for increasing their operational scope to a national market. TTC will implement an application to assist in CRM for its sales channel and manage the growing logistics chain. For regulation reasons, TTC will provide daily reports on their customers, business operations, and financials to Royal Foods for implementation into their existing business intelligence systems. Implementing these applications will help increase their operational scope while developing and maintaining customer relationships. This project is very important to help TTC expand their operations and assist Royal Food's plan of expanding internationally.

## **Product Characteristics and Requirements:**

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1. **CRM Application:** This application will be appropriate with Small and Medium Businesses policies and will be used by the TTC's sales team. This system will comply and integrate into TTC's enterprise-wide SOA initiative. The CRM system will run inside a firewall, unless the SaaS-based system has appropriate sub-systems. The CRM system will integrate with Microsoft Exchange/Outlook for contact records. The system will facilitate mobile access for the TTC's sales team. Finally, the application needs to have analytics for analysis and reporting functions.
2. **Logistics Management:** TTC will have billing and order management functions to ease interaction with suppliers. Wireless reporting tools will be integrated into the TTC facilities. There will be product tracking features. A function will streamline communication among logistics providers, buyers, suppliers, shipping agents, clearing agents, warehouse agents and delivery agents. Fulfillment processes will be automated, shipment status and inventory dashboards will be provided, and warehouse management will be implemented.
3. **Regulatory Compliance:** By December 2, 2009 TTC will provide detailed business metrics to Royal Foods for its EU compliance processes. The following metrics will be implemented:
  - Transaction Information: Date, Customer ID, Product ID, Gross Amount
  - Customer Information: Customer ID, Customer Name, Contact Details, Industry SIC code
  - Profit & Loss: Revenue, Cost of Goods Sold, Expenses by Category, Gross Profit, Net Profit

There will be transaction information provided daily, customer information and profit and loss statements will be given at the end of each month. These metrics will be fully automated and integrated in Royal Food's existing business intelligence application (SAP Business Objects).

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## *Summary of Project Deliverables*

### *Project management-related deliverables:*

- **Deliverable Set I (10/2/2009)**
  - **Phase 1: Pre-Initiating and Initiating**
  - Letter of intent
  - Project Charter
  - Scope Statement
  - Work Breakdown Structure
  - Proposed Personnel
  - Risk Management Approach
  - Business Case and Financial Analysis
  - Additional Exceptions
  
- **Deliverable Set II (10/30/2009)**
  - **Phase 2: Planning**
  - Team Contract
  - Stakeholder Register and Stakeholder Strategy
  - Gantt Chart
  - Cash Flow Report
  - Resource Usage Report
  - Quality Tool
  - **Phase 3: Executing**
  - Roles and Responsibilities
  - Agenda for Project Team Meeting to Address Challenges
  - Milestone Report
  - Risk Management
  - Prototype Screens and Project Website
  - Intermediate Project Presentation
  
- **Deliverable Set III (12/1/2009)**
  - **Phase 4: Monitoring and Controlling**
  - Assumptions and Questions Related to new Scope
  - Change Request form
  - Updated Budget
  - Updated Project and Scope Statement
  - Updated Gantt Chart
  - Updated List of Prioritized Risks
  - **Phase 5: Closing**
  - Final Report
  - Update website
  - Lessons Learned Report
  - Project Closeout Checklist



***Product-related deliverables:*** research reports, design documents, software code, hardware, etc.

1. **CRM Application Software:** This software will be implemented and deployed for the TTC's sales team to provide a strong relationship with their customers.
2. **Mobile Devices:** The mobile devices will give access to the software for the TTC sales team on the go.
3. **Logistics Management Software:** This software will provide TTC with information on their logistics chain for monitoring their products as they move from facilities, distributors and eventually, customers.
4. **Regulatory Compliance Software:** This software will provide required business metrics to Royal Foods for their compliance processes.
5. **Hardware:** A number of servers and computers will be needed to run the software applications, store information on databases and mail servers, and provide access for employees at facilities.
6. **Test Plan:** A test plan will be implemented to find the best software and hardware that will ensure smooth operations throughout TTC.
7. **Network Administrative Team:** This team will deliver the test plan for the project and monitor the software and hardware by providing technical support and keeping the system secure from unauthorized users.

***Project Success Criteria:***

Our goal is to complete this project by 12/2/09. Project success hinges on developing a CRM application suitable for gaining an understanding of TTC's customer base for sales analysis. Also, to expand TTC's operations, an improved logistics chain management application is required. Finally, with the expanded operations, TTC's new scope will move them into a size category which will require Royal Foods to incorporate key metrics. These metrics will need to be implemented into Royal Food's regular reporting. These metrics will be delivered through an automatic feed which exists in their current business intelligence system. The business drivers include increasing profitability through the sales pipeline, reducing cost by tracking the logistics chain efficiently, and complying with European Union regulations.

# ***Business Case for CRM, Logistics and Compliance Management***

**Prepared by:** Nick Herncane, Noah Halpert

**Date:** 9/30/09

## **1.0 Introduction/ Background**

*Tasty Treats Corporation's core business goal is to provide gourmet desserts to consumers and restaurants. Since 1989, TTC has gradually been increasing the scope of its operations. After being acquired by Royal Foods, TTC is now part of RF's plan to expand to a national scale. Royal Foods has asked Tasty Treats Corporation to develop a plan to increase their operating scope to a national scale. In order for this to successfully work, TTC must implement a multi-tier application that will assist customer relationship management, help manage the rising logistics chain, and lastly comply with European regulations by providing daily reports. This project is necessary to help TTC broaden their operational scope and support Royal Food's strategy of expanding internationally.*

## **2.0 Business Objective**

*SPE Consultants will complete three separate work streams to facilitate TTC's continuing growth and expansion across the US market, while also streamlining its integration with Royal Foods following the recent merger. First, a CRM application will be implemented to provide information on TTC's customers in order for TTC to better understand its key customers. This will help TTC choose a market to focus on based on its most profitable customers. The CRM application will also analyze the sales pipeline for an even more detailed breakdown of what market TTC should focus on. Second, a logistics chain management application will be implemented to help TTC expand their scope to raise flexibility and efficiency, while reducing cost. Finally, key metrics will be integrated into TTC's operations for their regulation compliance reports.*

## **3.0 Current Situation and Problem/Opportunity Statement**

*Throughout TTC's current infrastructure, they do not have a CRM application to successfully understand who their customers are and where their increased focus should be. Also, TTC's current logistics chain keeps them from expanding towards a national size category. Due to the acquisition by Royal Foods, TTC now needs an application to deliver key metrics into RF's existing business intelligence system. This application needs to have multiple tiers that will implement each work stream. Each work stream application must be compatible with another to ensure optimal integration into the whole application, and also Royal Food's existing business*

*intelligence systems.*

#### **4.0 Critical Assumption and Constraints**

- *The proposed multi-tier CRM system, logistics management system, and regulatory compliance system must be a valuable asset for TTC.*
- *Current employees and management must actively support the project, and it must pay for itself within 3 years by reducing operating costs from inside and generating new business with the expanded scope.*
- *The Project Manager will lead the effort, and the project team must include employees from several areas.*
- *The system will run on new hardware and software implemented in the facilities.*
- *The new system will require a network administrative team to provide technical support. It must be easily accessible by the TTC sales team and be secure from unauthorized users.*

#### **5.0 Analysis of Option and Recommendation**

*There are three options for addressing this opportunity:*

- 1) *Do nothing; the business will be unsuccessful on operating at a national scale. This will affect part of Royal Food's strategy to expand internationally because TTC will increase their operational scope.*
- 2) *Design and implement a multi-tier application which will facilitate CRM, logistics management, and regulatory compliance throughout TTC.*
- 3) *Maintain TTC operations at a local scale, which will reduce productivity, and increase operating costs, while limiting flexibility.*

*Based on multiple discussions with stake holders, we believe that option 2 is the best option.*

#### **6.0 Preliminary Project Requirements**

*The main priorities for this project include the following:*

1. *Provide a CRM application that is appropriate for TTC. The application must: integrate into TTC's enterprise-wide SOA; be run inside a firewall to protect customer data; integrate Microsoft Outlook contact records; provide mobile access for TTC's sales team, give inclusive forecasting, territory, and channel management features; provide a dashboard module for the sales team, managers and executives; and finally provide analysis on their sales.*
2. *Provide a logistics management application that will provide several functions for TTC. These functions include: billing and order management; wireless reporting tools within each warehouse; tracking features;*

*efficient communications along the sales pipeline; automated fulfillment; shipment status; and finally warehouse management.*

- 3. Provide detailed business metrics to Royal Foods for their compliance processes. These metrics will include: transaction and customer information with profit and loss at the end of each business month. These metrics will be fully implemented into Royal Food's existing business intelligence application.*

### **7.0 Budget Estimate and Financial Analysis**

*Preliminary estimated cost for the entire project is \$660,000. This estimate is based on the project manager working around 40 hours per week for 3 months, earning \$90 an hour. The team members will be earning \$60 an hour, and their subordinates will be earning \$35 an hour. The initial cost estimate includes hardware and software expenditures, as well as preliminary installation and testing. The projected benefits for this project are \$350,000 per year. The Net Present Value is \$82,550 with a Return on Investment of 10%.*

### **8.0 Schedule Estimate**

*The project must be completed by December 2, 2009. There is absolutely no flexibility within the schedule. We also assume that the new implemented system will have a useful life that will last several years. Also, the payback period must be after three years upon the project's completion for this project to be labeled a success.*

### **9.0 Potential Risks**

*There are several potential risks involved with this project. One risk is that there will be a lack of interest in the new system by TTC. This new system is crucial for TTC's expanding operational scope. Other risks include system failure, system security, budget restrictions, employee rejection, compatibility issues, time constraints, lack of resources, and communication gaps between client and consultants. The main business risk is investing the time and money into this project and not realizing the projected benefits. Each of these risks has potential to significantly delay the project and increase the overall cost.*

## List of Proposed Personnel

### **Project Manager** – Jon Luzader

- The Project Manager in charge of CRM, Logistics, and Compliance Management for SPE Consultants, Inc. This person has years of successful projects under his belt and is able to meet deadlines ahead of time and under budget. The position of Project Manager requires excellent quality assurance, risk assessment and management, and the decision making experience that leads to a successful project closing.

### **Network Specialist** – Dave Capan

- Network Specialist has vast experience with information security practices including working with computer network devices and operating systems. The Network Specialist has experience writing security related policy and how that affects the design of networks and their implementation. The Network Specialist also has experience resolving security loopholes discovered on operating systems and network devices. the Network Specialist has 3 direct subordinates:
  - **Network Tester**- Responsible for running stress tests and stability tests on enterprise wide network, assisting Network specialist in matters pertaining to the ERP, CRM and integration management systems
  - **Network Installation Specialist**- Is able to perform installation of server workstations, wireless access point installation and network integration, and can troubleshoot and repair all systems in our proposal
  - **Security Analyst**-Has experience with developing policy documents, analytic studies and works with providing direct support to senior managers concerning matters of information security and information assurance. Also, she has great talent in writing, preparing and briefing managers and clients on aspects of network and information security

### **Business Specialist** – Noah Halpert

- The business specialist is an expert in management practices. This involves account management, financial and managerial accounting, and requires vast knowledge of infrastructure and organization. The Business Specialist understands the sales cycle and the importance of meeting deadlines, on time and on target.
  - Has 3 employees
  - **Business Analyst** - The business analyst is a highly skilled individual who can provide analytical data and present it in a manner that is understandable to his

superiors. He is able to take results from the research assistant and apply them to the business environment, seeing what is feasible and what is not.

- **Research Assistant** - The research assistant spends vast amounts of time researching new products, new trends and is able to find the right product for the right job at the right time. The RA is an extremely important part of our team at SPE due to the fact that this firm thrives off of excellent research
- **Financial Analyst** - Is able to break down any project requirements and put them into numbers and analysis. Our Financial Analyst is one of the best in the business, and his analysis is second to none.

### **Technology Specialist – Nick Herncane**

- Our technology specialist is one of the best in the industry. He has vast experience with Oracle, SAP, and server management software. He is able to integrate databases across the enterprise organization and he provides expert consultation on design, development, installation, maintenance, testing, and quality assurance.
  - Has 3 employees:
  - **Technical Installation Specialist** - The TIS is responsible for the installation of hardware required by our proposal including server racks, wireless routers, and handheld barcode scanners and their stations.
  - **Hardware Specialist** - Has vast industry knowledge of current trends in hardware use, and can provide troubleshooting and problem solving techniques to get the equipment up and running in a timely fashion
  - **Wireless Implementation Specialist**- Responsible for the integration of wireless access points, their handheld barcode scanners and the local router and server.

### **Software Specialist – Grant Michael**

- Our software specialist is one of the best in the business. He provides expert consultation, assistance and instruction to organizational departments with respect to a wide range of computer software and assists the Business Specialist in analyzing software needs and requirements, and recommends appropriate purchases.
  - Has 3 employees
  - **Database Programmer** - SQL and Oracle programmer capable of managing enterprise databases and backing up important material
  - **ERP Integration Specialist** - Is an experienced individual with Oracle, SAP business objects, and iBolt integration management software.
  - **SaaS systems Specialist**- Has vast experience with Salesforce and managing Salesforce Accounts

# Issue Log

Prepared by: *Dave Capan, Jon Luzader*

Last Update: *10/28/09*

<i>Issue #</i>	<i>Issue Description</i>	<i>Impact on Project</i>	<i>Date Reported</i>	<i>Reported By</i>	<i>Assigned To</i>	<i>Priority (M/H/L)</i>	<i>Due Date</i>	<i>Status</i>	<i>Comments</i>
1	No previous CRM	Lack of training using any CRM system	9/30/09	Dave Capan	Group	L	10/30/09	Closed	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 weaknesses	10/28/09	Noah Halpert	Software Specialist, Technology Specialist, Business Specialist PM	M	10/31/09	Closed	Due to changes in Set II, Set I required updating
8	Security Issues	The implemented CRM system needs to be fully	10/28/09	Noah Halpert	Software Specialist,	M	12/02/09	Open	Security issues addressed by

		<i>secure</i>			<i>Technology Specialist, Business Specialist</i>				<i>IP logging and verification</i>
<i>9</i>	<i>Acceptance of New Consultants</i>	<i>SPE has new hires</i>	<i>10/28/09</i>	<i>Noah Halpert</i>	<i>Group</i>	<i>M</i>	<i>12/02/09</i>	<i>Open</i>	<i>Training</i>
<i>10</i>	<i>Employees Adapting to new system</i>	<i>TTC has to be willing and cooperative in the implementation</i>	<i>10/28/09</i>	<i>Noah Halpert</i>	<i>Software Specialist, Technology Specialist, Business Specialist PM</i>	<i>H</i>	<i>12/02/09</i>	<i>Open</i>	<i>Ongoing process</i>



# Assumptions Log

*Prepared by: Dave Capan, Jon Luzader*

*Last Updated: 10/28/09*

*The assumptions log gives an overview and description of all the assumptions taken in the project. This log must be reviewed and updated regularly by the project team.*

- 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*

**Financial Analysis for CRM, Logistics and Compliance Management**

**Discount rate** 10.00%

Assume the project is completed in Year 0

	<b>Year</b>					
	0	1	2	3	<b>Total</b>	
<b>Costs</b>	<b>652,000</b>	<b>55,000</b>	<b>55,000</b>	<b>55,000</b>		
Discount factor	1.00	0.91	0.83	0.75		
<b>Discounted costs</b>	<b>652,000</b>	<b>50,050</b>	<b>45,650</b>	<b>41,250</b>	<b>788,950</b>	
<b>Benefits</b>	<b>0</b>	<b>350,000</b>	<b>350,000</b>	<b>350,000</b>		
Discount factor	1.00	0.91	0.83	0.75		
<b>Discounted benefits</b>	<b>0</b>	<b>318,500</b>	<b>290,500</b>	<b>262,500</b>	<b>871,500</b>	
<b>Discounted benefits - costs</b>	<b>(652,000)</b>	<b>268,450</b>	<b>244,850</b>	<b>221,250</b>	<b>82,550</b>	<b>NPV</b> ←
<b>Cumulative benefits - costs</b>	<b>(652,000)</b>	<b>(383,550)</b>	<b>(138,700)</b>	<b>82,550</b>		

**ROI** 10%

**Payback in Year 1**

**Assumptions**

<b>Costs</b>	
PM (480 hours, \$90/hour)	43,200
Staff (1,920 hours, \$60/hour)	115,200

<i>Outsourced Staff (5,040, \$35/hour)</i>	176,400
<i>CRM software (23 accounts, \$782.61/user/year)</i>	18,000
<i>CRM applications (15 accounts, \$600/user/year)</i>	9,000
<i>Mobile Devices (25, \$1,400/month)</i>	35,000
<i>Enterprise Digital Assistant (200, \$1,000/unit)</i>	200,000
<i>Servers (19, \$1,000/unit)</i>	19,000
<i>Server OS (19, \$763.16/unit)</i>	14,500
<i>Switches (15/\$466.67/unit)</i>	7,000
<i>WAP's (75, \$200/unit)</i>	15,000
<i>Total Costs (applied in year 0)</i>	652,300
<i>Benefits</i>	
<i>\$/hour profit</i>	15
<i>Benefits from saving time</i>	250,000
<i>Benefits from increase in profits</i>	100,000
<i>Total annual projected benefits</i>	350,015

## **Additional Exceptions ("Terms and Conditions")**

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**Prepared By:** Noah Halpert

**Date:** 9/29/09

1. **Project Success Criteria:** *The project is to be considered a success when internal consultants accept and learn the new CRM system throughout its entirety. It can only be considered successful when SPE Consultants no longer need to assist in any of the processes.*

2. **Termination:** *Upon the agreement of terms SPE Consulting is bound to the project from start to finish. There is no termination of project once it has progressed.*

3. **Business Conduct Information:** *At SPE we strive to implement and conduct our business with little impact on the ongoing day to day operations. We promise to treat everyone within with respect and conduct our duties in the utmost professional manor.*

4. **Confidentiality:** *All information obtained before, during and after, the project completion is to be kept confidential. At any time, there is not to be any sensitive material removed from or observed by SPE Consultants unless given proper permission.*

## Appendix A

### Work Breakdown Structure

Task Name	Duration	Start	Finish	Predecessors
[-] <b>1 CRM, Logistics and Compliance Management</b>	<b>35.44 days</b>	<b>Tue 9/1/09</b>	<b>Tue 3/9/10</b>	
[-] <b>1.1 Initiating</b>	<b>5.25 days</b>	<b>Tue 9/1/09</b>	<b>Tue 9/8/09</b>	
[-] <b>1.2 Planning</b>	<b>105.5 days</b>	<b>Tue 9/8/09</b>	<b>Tue 2/2/10</b>	
1.2.1 Develop Scope Statement	1.2 wks	Tue 9/8/09	Wed 9/16/09	7
1.2.2 Create WBS	4 wks	Wed 9/16/09	Wed 10/14/09	9
1.2.3 Develop Project Plans	1.5 wks	Wed 10/14/09	Fri 10/23/09	10
1.2.4 Review Project Plans	72 days	Fri 10/23/09	Tue 2/2/10	11
1.2.5 Project Plans Approved	0 days	Fri 10/23/09	Fri 10/23/09	11
[-] <b>1.2.6 Research CRM applications</b>	<b>10 days</b>	<b>Fri 10/23/09</b>	<b>Fri 11/6/09</b>	
[-] <b>1.2.7 Research Mobile VPN Hardware and Software</b>	<b>10 days</b>	<b>Fri 10/23/09</b>	<b>Fri 11/6/09</b>	
1.2.8 Complete Planning Phase	0 days	Fri 11/6/09	Fri 11/6/09	24
[-] <b>1.3 Executing</b>	<b>65 days</b>	<b>Fri 11/6/09</b>	<b>Fri 2/5/10</b>	
[-] <b>1.3.1 Develop Project Website</b>	<b>1.92 days</b>	<b>Fri 11/6/09</b>	<b>Tue 11/10/09</b>	
[-] <b>1.3.2 Acquire CRM system licenses</b>	<b>1 day</b>	<b>Fri 11/6/09</b>	<b>Mon 11/9/09</b>	
[-] <b>1.3.3 Acquire Mobile Field Devices</b>	<b>2 days</b>	<b>Fri 11/6/09</b>	<b>Tue 11/10/09</b>	
[-] <b>1.3.4 Acquire Network Materials</b>	<b>1 day</b>	<b>Fri 11/6/09</b>	<b>Mon 11/9/09</b>	
[-] <b>1.3.5 Test CRM system compliance with SOA standards</b>	<b>8 days</b>	<b>Mon 11/9/09</b>	<b>Thu 11/19/09</b>	
[-] <b>1.3.6 Integrate CRM with Microsoft Outlook</b>	<b>8 days</b>	<b>Thu 11/19/09</b>	<b>Tue 12/1/09</b>	
[-] <b>1.3.7 Test CRM applications for mobile and enterprise systems compliance</b>	<b>2 days</b>	<b>Tue 11/10/09</b>	<b>Thu 11/12/09</b>	
[-] <b>1.3.8 Setup electronic transaction software system within company intranet</b>	<b>4 days</b>	<b>Thu 11/19/09</b>	<b>Wed 11/25/09</b>	
[-] <b>1.3.9 Install Network Materials</b>	<b>11 days</b>	<b>Mon 11/9/09</b>	<b>Tue 11/24/09</b>	
[-] <b>1.3.10 Test CRM System Integration with Wireless Reporting Tools</b>	<b>13 days</b>	<b>Tue 11/24/09</b>	<b>Fri 12/11/09</b>	
[-] <b>1.3.11 Test automated fulfillment process</b>	<b>6 days</b>	<b>Fri 12/11/09</b>	<b>Mon 12/21/09</b>	
[-] <b>1.3.12 Setup dashboards for inventory and shipment status</b>	<b>10 days</b>	<b>Wed 11/25/09</b>	<b>Wed 12/9/09</b>	
[-] <b>1.3.13 Test metrics reporting</b>	<b>12 days</b>	<b>Wed 12/9/09</b>	<b>Fri 12/25/09</b>	
1.3.14 Finalize all CRM testing	0 days	Fri 12/25/09	Fri 12/25/09	85
[-] <b>1.3.15 Provide business metrics for EU compliance</b>	<b>25 days</b>	<b>Fri 12/25/09</b>	<b>Fri 1/29/10</b>	
[-] <b>1.3.16 Train Employees on CRM system</b>	<b>2 days</b>	<b>Fri 1/29/10</b>	<b>Tue 2/2/10</b>	
[-] <b>1.3.17 Train Field Employees on Mobile Devices</b>	<b>1.25 days</b>	<b>Tue 2/2/10</b>	<b>Wed 2/3/10</b>	
[-] <b>1.3.18 Train Warehouse Employees on Mobile Warehouse Devices</b>	<b>3 days</b>	<b>Tue 2/2/10</b>	<b>Fri 2/5/10</b>	
1.3.19 Finalize all Training	0 days	Fri 2/5/10	Fri 2/5/10	98,91,95
1.3.20 Complete Executing Phase	0 days	Fri 2/5/10	Fri 2/5/10	99
[-] <b>1.4 Monitoring and Controlling</b>	<b>110 days</b>	<b>Tue 9/1/09</b>	<b>Mon 2/1/10</b>	
[-] <b>1.5 Closing</b>	<b>21.69 days</b>	<b>Fri 2/5/10</b>	<b>Tue 3/9/10</b>	
1.6 Project Complete	0 days	Tue 3/9/10	Tue 3/9/10	465