

**Can you describe the service?**

- The Xagrose Subscription based PMO Managed Service offers you the opportunity to deploy us and use our PMO services within your business.
- We offer an on-line, streamlined, effective service, and we simplify and align your programmes and projects governance and reporting with your business needs.
- Our tracking and reporting model provides an accurate and honest reflection, using key metrics of what is actually going on across all projects within the business.
- We use Xagrose's Gold Standard approach with your project managers to ensure good governance across all of the projects running within your business.
- Our model allows you to increase the productivity of existing PM's across the business, by removing burdensome, and time consuming reporting mechanisms, and that will focus your resources on the successful delivery of key programmes and projects, all within an effective Governance Framework.

**How does it work?**

- We engage with you at the outset to identify the projects running within the business, and agree together on your key metrics, schedule, cost, issues, risks etc.
- Next we'll cluster the projects by function, priority and by business impact, i.e. is it an operational change, or perhaps a call-centre. It could be a new product e.g. a mobile app, or strategic initiative, research or POC, using our **OPS** categorisation model i.e. Operational, Projects, Strategic.
- We then engage with your PM's and look at the tools they are using to manage their projects, identifying and aligning their works with the key metrics that have been agreed.
- We'll poll the PM's daily, weekly as appropriate and collate the data, to provide an accurate reflection of the ongoing projects activity within your business.
- With us, and our experienced team, we know when things are going well, and equally can identify those projects, or PM's that are failing to deliver and take mitigating action, **by** mentoring, advising and supporting the PM's that need extra support.

**How does it add value to my business?**

- If you currently have a PMO, ask yourself how much does it actually cost to run?
- It's a good idea to investigate and look at staffing levels, the amount of effort required by PM's to engage with your existing Governance Structure. Identify the turn-over of staff, the management of the PMO and its interaction with the business to get a good picture, and then compare it to our fixed price subscription offering.
- There will be hidden costs, with staff and project inconsistencies, and remember, every keystroke, every hour spent filling a report, attending a meeting that may or may not deliver, has a cost.
- Another good question to ask yourself is 'are there groups or silos of BAU works within the business that should be treated as projects, and whether they serve the business initiatives effectively?
- The Xagrose's Subscription PMO managed service removes these burdens and allows you to focus on delivery, and us to focus on Governance and Admin. And for a fixed price, dependent only upon the number of projects you have reporting into the PMO.
- We've pulled together the costs of running your own internal PMO typical for a mid-size business, and we do not include the cost of equipment, office space, lightingpayroll and HR support costs.

<b>Role</b>	<b>Rate</b>	<b>Nbr</b>	<b>PMO Effort</b>	<b>Cost/wk (£)</b>
PM cost (contract)	400/day	3	1.2d/wk	1440
PM cost (internal - BAU)	300/day	2	1.2d/wk	720
PMO Manager	£60,000*	1	f/t	1300
Mgt Overhead	£80,000	1	ft - 1d/wk	355
Staff Churn/Training	£435/wk	1	running cost	435
				<b>£4250</b>

- Equally, removing any onerous PMO admin from your PM teams, will make them more effective, able to concentrate on delivery rather than filling in forms.
- And remember with Xagrose, there are no holidays, churn is covered through our associate network, it's a service that's always there for you.

**We have a Change Management Office, and don't use a PMO?**

- The PMO brand has a somewhat sullied reputation, but at its fundamental core, is a well-defined service, when used properly. It is effective in traffic lighting your projects, supporting and mentoring your PM's, and best of all helps you to deliver, at a faster pace.

**Can you fix my PMO?**

- Yes, of course - we'd prefer that you subscribe to our service, but we can and will assist in making your internal PMO more effective and efficient.

**How does the subscription model work?**

- It's really rather simple, we ask at the outset that you take on a 6-week subscription, set at the pricing level that best matches the demand you require, and then we move onto a 2-week rolling contract for the duration. If you choose not to renew, then it's easy for you to cancel the subscription and we move on.

**How do you deal with the ups and downs of demand?**

- Rather like the 'Go Compare' energy sites, we would adjust your subscription, proactively to meet any downward demands. If, however, demand increases over the agreed threshold, then we would advise you, that the next 2 week subscription period would be at the higher rate. We would of course wait for your approval before increasing the cost.

**How frequently do you report?**

- We report weekly.

**What tools do you use to manage the PMO?**

- We hold no real religion on what tools we use. We're comfortable and adaptable with most PMO tools and we'll dovetail to your preferred suite.

**How many people are on the team?**

- At the minute we have 4 staff dedicated to the PMO Managed Service, and a further 6 associates ready to provide capacity at short notice.

**Do you use off-shore staff?**

- No, all our staff are UK based.

**What do you mean by Project Cover?**

- If you are a top-tier customer, we can provide PM cover for **1 week** out of every **8 weeks subscription**, and yes we do carry this over.

**You talk about business cases, how will this assist me?**

- We use a very simple model to identify the cost-benefit of any proposal, it is called **IRACIS**, Improve Revenue, Avoid Costs, Improve Service. Every benefit analysis can be broken into these categories, and we will demonstrate and aid you with this very simple but effective model.

**We don't have a PMO but would like to use your service?**

- We're more than happy to provide this to businesses looking for effective, efficient, value led project delivery.

**What Methodologies do you support?**

- Different methodologies are used for different types of projects, be that product development, system deployment, infrastructure builds, network installations etc. However, at the heart of every project there are key metrics, schedule, cost, issues and risks etc. The Xagrose team gets to the heart of the data, and extract the information that keeps your business on the ball, as it were.

**You talk about expert users, what does this mean?**

- There will be times, when you require insight, innovation, or just plain technical advice. The Xagrose family has access to a whole range of services. If you're successful then so are we, and we will share everything we know to make that happen.

**What happens if we'd like one of your team to join our Company?**

- We'd take that as a compliment, and would support the hire, it's as simple as that.

**What do you mean by mobilisation?**

- The hardest part of any project is getting it off the ground, setting the objectives for the team, getting the communications plan in place, and we are experts at this. For us 'how you start' often defines where you end up.
- The better the initial kick-offs, up and down the corporate stack the better the buy-in and support, the more likely you are to succeed.

**How much does it Cost?**

- We offer a 3 tiered service, geared to suit your particular business needs.

**PMO Managed Service - Subscription Prices**

	<b>Starter</b> Up to 10 midsize Projects Combined budget £3 m 6 months duration	<b>Mid-Size</b> Up to 25 Projects Combined budget £7.5 m 9 months duration	<b>Top Tier</b> Up to 40 large Projects Combined budget £15 m 12 months duration
Project Audit	●	●	●
On Boarding	●	●	●
Governance	●	●	●
Reporting	●	●	●
Methodologies	●	●	●
Mitigation	●	●	●
Alignment	●	●	●
Project Library	●	●	●
Lessons Learned	●	●	●
Performance	●	●	●
Business Case	●	●	●
Mobilisation	●	●	●
Expert User Access	●	●	●
Project Cover	●	●	●
	<b>Starting From</b> <b>£850/wk</b>	<b>Starting From</b> <b>£1500/wk</b>	<b>Starting From</b> <b>£2500/wk</b>

**How quickly can you get up and running?**

- The onboarding process takes between 1 and 2 weeks, and after that we're ready to start.

**When can you start?**

- We're available now.