

# Project Managers, Inc. – Sample Client Turnarounds

	Client Situation	Service Provided	Result
<b>Financial Services</b>	<p><b>Cannot Fail</b></p> <p>Complex change initiative had been ‘tried’ twice by the client and failed. The initiative had implications across multiple lines of business and operations as well as to their customers.</p> <p>The client’s competition had been offering the feature/function for a number of years and the client had created operational and customer issues by not having this feature/function.</p>	<p><b>Rescue</b></p> <p>We were engaged to lead the change by the Marketing group. The engagement of internal resources included bank operations, compliance, finance, risk management, IT, banking centers, multiple external vendors, the redesign internal processes and customer touch point materials</p>	<p>Initiative completed in less than 12 months to the satisfaction of our client, their internal resources and their customers.</p>
<b>Government</b>	<p><b>In Jeopardy</b></p> <p>Client had engaged an external vendor to deliver a software solution. The relationship had deteriorated and was on the brink of legal arbitration.</p> <p>The change initiative associated with this vendor solution was in jeopardy, in terms of schedule, budget and the revenue projections associated with the deployment and completion of the project.</p>	<p><b>Independent Oversight</b></p> <p>We were engaged to “fix” the relationship with the external vendor and bring the project ‘back on track’. Relationship building, controls, integrated work plans and communications were established.</p>	<p>Quickly established a joint partnership that permitted the external vendor and our client to be successful.</p>