



Enterprise Programme Management Office

Achieving operational goals through effective programme management

Our Programme Management Office (PMO) is a specialised competency that is set up at client sites and pushes performance centred on time-based deliverables. We expedite and manage all programme office requirements and the governance of improvement and IT projects across both public and private organisations.

Our PMO services drive successful project delivery

We base our project management principles on industry-standard methodologies or apply client-based methodologies where preferred. The programme management approach applied ensures that all client projects meet operational, governance, cost, budget and time-related goals.

The level of our project involvement is determined by the client requirements and ranges from participating as a project facilitator, to being the owner of the project delivery process.

We deliver PMO services in the following business areas:

- ▶ Programme quality assurance;
- ▶ IT internal audit;
- ▶ Project accounting;
- ▶ Contracts and risk management;
- ▶ Resource management and scheduling;
- ▶ Governance and administration; and
- ▶ Helpdesk services.

PMO design and implementation

Ulwembu Business Services sets up a full-service PMO at our client sites. Our end-to-end PMO design and implementation services involve:

- ▶ Analysing the client's existing status quo, as well as conducting maturity and technology assessments;
- ▶ Compiling people, process and technology designs; and
- ▶ Implementing the PMO, including change management, training and communications, as well as effecting the respective policy changes.

Programme management services

At Ulwembu Business Services, we provide both specialist and general project management resources to deliver projects on time, within budget and with measurable business benefits. Our programme management services encompass:

- ▶ Project planning, as well as defining and setting measurable project goals and objectives;
- ▶ Identifying key performance indicators; and
- ▶ Monitoring and reporting on progress.

Our PMO team

The on-site PMO team comprises diverse, multi-disciplinary members that are mandated with solving pre-defined operational challenges. Typically the team includes a PMO manager, programme and project managers, project administrators and business analysts that are experienced in multiple-product implementations.

Our strategic value delivery to clients

We pride ourselves on quality project delivery that stems from our employee wealth and track record based on their exposure to a diverse range of public and private sector projects.

Our PMO services deliver numerous business advantages



- ▶ Access to technical expertise
- ▶ Skills transfer
- ▶ Project facilitation
- ▶ On-the-job-training
- ▶ Strategic advice and personal consultation throughout the process
- ▶ Personal, hands-on client relationships
- ▶ A thorough analysis and a good understanding of our clients' business needs
- ▶ Dedicated IT, software and solutions experts
- ▶ Well-recognised, proven methodologies and technology tools to ensure that our client requirements are met
- ▶ Return on investment
- ▶ Flexible-term projects
- ▶ Best-in-class strategic partners that enable the delivery of highly-supported solutions

Key partners

Technology is an enabler of transformation. Our solutions are customised according to the specific requirements of our clients, and depend on their size, the type of project, as well as their specific challenges and business objectives.

As management consultants, we apply our expertise in advising and selecting the most appropriate technologies from renowned vendors that are best suited to the client's needs. Two of key PMO partners include Microsoft and Prima Vera.

About Ulwembu Business Services

Ulwembu Business Services is a black-owned management consulting and information and communication technology services company that facilitates the transformation of private and public enterprises to optimised, digitised organisations.

We offer integrated, strategic corporate services and client-specific business solutions that leverage technology, people and processes to enable sustainable value creation.

Commitment is an extension of the value-driven culture at Ulwembu Business Services. Irrelevant of the size, we don't leave a project until it is completed and delivering measurable results.

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