

Implementation Project Management playbook



Table of Contents

What is implementation PM?	Page 3
Start Small.	Page 4
Assign a PM.	Page 5
Commit to processes.	Page 6
Connect with Tuck.	Page 7
Sign up for our newsletter.	Page 8

Why is Implementation Project Management important?

How would you rank your business on how it's doing **helping your customers?**

Maybe you're good at recruitment. Maybe you pride your company on attending the most notable conferences. Or even, your team turnover is at record lows.

How are you doing when it comes to delivering the services you sold?

Is this reflecting in your customer retention? Or the number of referrals you receive?

40,000

Global organizations in the Microsoft Partner Network.

3 Common Reasons IT Firms Get Dropped

1. They have technical talent without the infrastructure to make them successful.
2. They don't have a communication and implementation management playbook.
3. They don't have a good change management process.

Step 1. Start Small.

how to set up an implementation project management process



Does this look familiar?

While that Google Search will bring some great, actionable results, the better question when talking about implementation is:

What will the change management impact be to our teams and existing customers?

1

What changes do we know occur when doing an implementation? What changes can we predict? What are common customer complaints during implementations?

2

Prioritize your list of change impact, ranking the highest value items at the top.

3

Work with the internal teams who are involved in this work to outline a plan for improvement.

Example

Customer Complaint

"I never know where we're at during implementation or what is needed from me. I'd like to be kept in the loop."

Solution

Establish communication requirements from project manager to customer before the beginning of the implementation.

Step 2. Appoint a PM

Do you have someone on your team with the sole responsibility of running projects?

Your team needs to focus on what they're good at without taking on tasks outside the scope of their role. This is how businesses fall into a loop of inefficiency.

A common crossover we see is an account manager acting as a project manager. Your account manager should be focused on upselling and cross selling. The project manager role keeps your customer in the loop on where a project is at, intercepts and resolves issues, and keeps the internal teams moving forward so you can deliver value, faster.

Do you need an expert project manager? Give us a call.

Step 3. Commit to your processes.



Creating, maintaining, and committing to your processes are how maintain efficiency.

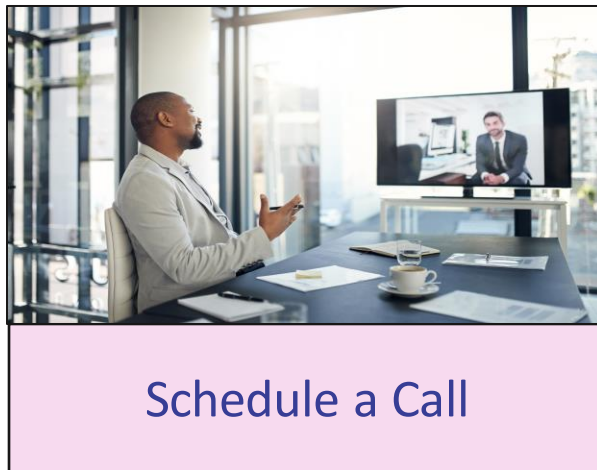
These processes should be recognized, known, and practiced by your organization. They should be recognized, accepted, and anticipated by your customers.

So, how do you make that happen?

- **Create a source of truth for your internal teams.**
Each time they have a process question, they should know exactly where to navigate to find process documentation.
- **Keep processes right in front of your customers face.** Including key processes in your statement of work and kickoff deck are particularly useful. Pin your processes to the top of your customer Microsoft Teams channel to make it uber accessible.

Let's Connect!

Tuck is dedicated to helping organizations solve problems through quality project management services. If you would like some help implementing some of the suggestions you read about, let's find an opportunity to collaborate!



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project management,
technology,
entrepreneurship,
or just being
more productive?**



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