

**Planisware Consulting
Services**



14150 Parkeast Circle
Suite 280
Chantilly, Virginia 20151

Phone: 703-480-0480
Fax: 703-480-0491



XRiver Technologies is a Planisware strategic partner working closely with Planisware since they entered the U.S. market in 1998. XRiver is an authorized reseller of the Planisware software for government clients as well as being a provider of Planisware implementation and support services for a wide variety of Planisware clients across multiple commercial markets.



With XRiver on your team, everyone is pulling in the same direction.

Consulting Services

XRiver Technologies has been designing, developing and implementing software solutions since 1982. In this time they have worked in a variety of industries and have developed a wide range of uniquely designed applications to overcome business issues utilizing multiple technology platforms. XRiver has been actively performing software development and support in Portfolio/Project Management for various commercial and government clients for over 30 years



While XRiver's technical experience has evolved over the years, the essential recurring theme has been developing and or implementing software to consolidate and modernize software applications that support a wide spectrum of functional areas. Many clients have been with XRiver for a decade or more and have expanded the scope of their work as a result of their ability to help clients successfully address real business issues through the use of ever evolving technology standards.

XRiver considers themselves to be partners with their clients, and is only successful when we see our clients succeed in addressing the business issues preventing them from achieving goals and objectives. XRiver strives to fully understand the client's business and work environment prior to developing any systems.



XRiver's services are all designed to insure the client's success using Planisware software, and include configuration, training, workflow design, integration with other systems, and technical support.

Implementation Management

XRiver has provided implementation management for significant efforts where the introduction of the Planisware solution required long term planning, oversight and/or execution. Implementation support is usually conducted before, during, and after the go-live date to monitor the impact to the organization and the user community, ensuring the proper level of involvement is initiated and supported throughout the implementation life cycle.

Best Practice Consulting

During an implementation, XRiver examines the business processes surrounding the system. By applying best practice knowledge XRiver guides clients to make sound decisions having long term constructive effects on the organization. Often the guidance to abandon outdated processes entail a quantum leap that streamlines workflows and creates lasting positive organizational change.



Requirements Validation & Design Support



XRiver support in this role involves working with both the functional users and the development team to review and validate requirements leading to detailed design documentation, the number of builds or sprints needed and build content. This work includes ensuring that design requirements for each sprint are incorporated in the application and are functionally working from a client perspective. XRiver works to understand business drivers to validate that the functionality configured will support the client business process. This work also includes facilitation of the build walkthroughs and monitoring / resolving any identified issues prior to acceptance of each sprint.

85% of XRiver's business is referrals from past clients, word of mouth, personal referrals and add on support services for existing clients.



Global Data Development Support

XRiver works to gather all required implementation data that is used by the system. Global data typically includes templates, libraries, activity types and related structures. For this data XRiver would assist with the refinement and consolidation of existing project templates, and development of template libraries and standardized activities.

Global data also encompasses OBS and RBS codes, status codes, project and task attribute picklist values, and user names and roles.

Data Migration and Conversion Support

XRiver supports the migration of legacy data to the new system. This includes the identification, mapping and conversion rules for transferring/loading current and historical project data into the Planisware system. Users typically find a new implementation is a good time to do some serious "housekeeping" on their legacy data to archive and consolidate historical records.



Algorithm Development



XRiver supports algorithm development and deployment regardless of the current method for schedule creation. This includes gathering the business rules that are the basis for calculating durations, task links and labor impact to convert to formulas that will provide the desired schedule outcomes. Network generation is the driving force for creating consistent project schedules and resource loads and ensures that seasoned institutional knowledge is captured allowing for users to generate functional schedules.

Keeping the client objectives first on every task is how XRiver's cultivates fans at every client site, one client at a time.

Configuration Support

During implementation and after go-live, XRiver supports Level 1 Planisware configuration such as providing client styles for both table and Gantt views, custom filters, task assignments using OBS/RBS, and notifications/alerts to better prepare the client for a smooth transition from legacy to the new system. This effort continues as clients learn to use the out-of-the box functionality and basic configuration skills. XRiver works in a supporting or training mode to provide knowledge for users when appropriate.



PEX Report Development



XRiver supports the development of PEX reports to meet specific client reporting needs. This includes both onscreen and printed versions of report layouts. This support occurs during development and post go-live to assist users as their needs evolve with the new system.

Post Implementation Support

Post implementation, XRiver provides fixed or flexible on-going configuration support. Either method provides a structured managed approach to addressing both anomalies and enhancements for the system which are not covered under the standard Planisware maintenance agreement. XRiver also incorporates Planisware consulting services as part of this support to handle L2 configuration support issues. Where applicable, XRiver works as an intermediary to provide diagnostics and documentation of the issue to Planisware support to streamline the process. Our approach helps ensure an accurate timely resolution to issues as they arise.

Great customer service from kick-off to the last deliverable is the primary business directive for XRiver.

Testing Support

XRiver facilitates user acceptance testing (UAT) of builds and fixes. This may include the development of user test cases, loading of builds or patches into your test environment and conducting independent testing, managing test sessions, test resolution tracking, and supporting the final promotion



Training Support

XRiver provides extensive training support. Working with our clients, XRiver develops training plans which specify the training objectives, approach, materials content/format, the user role curriculum, the number of classes needed and the locations/classrooms required to cover the allotted training program. XRiver develops training materials which will be given to the client for long term use. In

many cases this is incorporated into the Planisware e-learning to allow users easy access to the materials after implementation.



Training options include webinar based, classroom based or both for maximum outreach and coverage of the user community. XRiver supports a Train-the-Trainer approach to enable super users to become more fluent and provide long term system knowledge deep

End User Documentation Development Support

XRiver develops supplemental end user documentation. This includes user guides for all different roles and technical manuals in cooperation with Planisware. XRiver also prepares a solution transfer plan clearly outlining how the client will transition from the warranty phase to the support phase.

