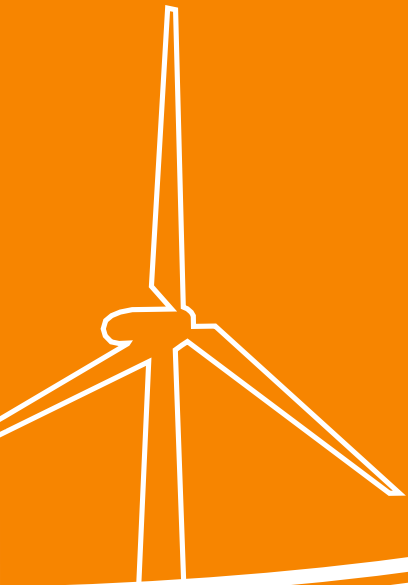


Implementation of an IP Management System

A Case Study



IP[®] Breeze
PRO-JECT/CES-S-MGT

Keywords

IP Management System, Implementation, Project Management

Company

IP law firm providing services related to intellectual property matters

Target Audience

Corporate Management, Project Board, Project Members, End Users

Phase

Implementation & Support

Services Provided

Project & Process Management, Project & Process Support, Consultancy

Challenge

After the purchase of a new IP Management System the company faced multiple challenges:

- Data from multiple sources spread over multiple sites in multiple countries had to be migrated.
- The working methods of the offices had to be revised, aligned and reflected in the new system's configuration.
- The invoicing processes had to be centralized to accommodate cross-border multi-site invoicing.
- New policies, procedures and work descriptions had to be established.
- New hardware had to be purchased and deployed to sustain the new application infrastructure.
- The lack of sufficient resources and guidance

The management recognized that an external project manager was needed to drive the project to a successful delivery.

Solution

An agile project approach was tailored to the client's requirements.

The project manager acted as interface between client and IPMS supplier, and ensured that internal and external deadlines were met.

For efficiency purposes the IPBreeze project manager operated mainly onsite.

In addition to the project manager tasks IPBreeze delivered hands-on project support in the form of configuration tasks, and the setup and deployment of an IT management policy framework related to the new IPMS.

After roll-out IPBreeze guided the further implementation of functionality and adaptation of the internal processes, as well as supervising upgrades and updates of the system.

Results

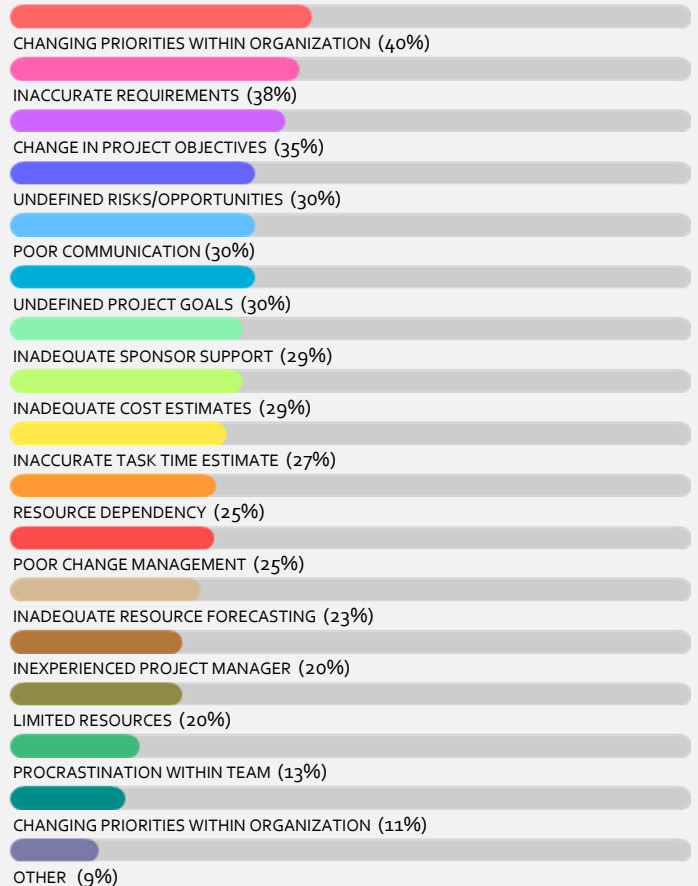
- ✓ A coherent project team was formed which is responsible for all configuration and implementation tasks to date
- ✓ Corporate project requirements were met within the assigned planning
- ✓ The desired improvements in efficiency were achieved by the implementation of the IPMS
- ✓ The budgetary margins were respected

ESSENTIALS FOR A SUCCESSFUL IMPLEMENTATION

- ▲ **Project Management**
Make a realistic planning and execute the project by plan.
- ▲ **Process Improvement**
Use the opportunity to improve internal processes.
- ▲ **System Adaptation**
Don't expect your new system to resemble the old system.
- ▲ **Data Conversion**
Allocate sufficient time and resources for data conversion(s).
- ▲ **Multiple Instances**
Go live with at least a production and test environment.
- ▲ **Training and procedures**
Don't underspend on training and drafting of new procedures.
- ▲ **Testing**
Apply thorough test protocols before rolling out.



IMPLEMENTATION HAZARDS



Project Management Institute "Pulse of the Profession 2015: Capturing the Value of Project Management 2015"