

PRODUCT SHEET - HANDOVER AND DOCUMENTATION ASSESSMENT

Is your team ready to take over a new solution from the project?

As a BI manager, you and your team are responsible for the maintenance and further development of a newly designed reporting solution. The handover process is critical for your team's ability to successfully take over the support towards the business users.

However, more often than desired, the handover is rushed through in order to close the project, and it may be challenging for the receiving team to utter their concerns.

Soon after go-live and hyper-care your team experience issues showing up which still require the project team to stay involved and you face an undesired dependence from the members of the project team or the external consultants.

Approxima's solution

Because we have experienced both being the external consultant with a constrained focus on handover and being the team manager feeling dependent on those same consultants, we can really step in as impartial third part. We can help review the documentation in accordance with your own standards and we will pinpoint areas where we see a need for further clarification, or where we see that the documentation needs a tune-up.

We can organize and facilitate the handover sessions from the project team to the support team.

We collect all relevant and objective inputs throughout the entire process and together with you we offer to plan for relevant follow-up.

Your Benefit and Business Value

Your team will be fully able to support and develop further on the new solution, without being dependent on the project team or external consultants, thereby consolidating your team's role.

Your business partners will experience your team as fully capable to manage the new solution and will refrain from reaching out to the project team/consultants directly.

You should expect:

- Improved team capabilities and service levels
- Improved report user and team satisfaction
- Minimized dependence on external project resources