

PM3 for retail

A simpler, more accurate way to control change across your retail business

Change in retail is increasing, not decreasing. Typical changes include: new product ranges and promotions, omni channel strategy, point of sale roll-outs, staff training, store refits, and time and attendance systems. Often these projects are developed by different departments and co-ordination between them and the outlets becomes exponentially more complex as the number of channels and projects increases.

“**Best outcome understand retail, they understood my needs for risk management and precisely how to deliver that through PM3 which structurally demands accuracy and consistency and produces fantastic visibility - it encapsulates retail project portfolio reporting best practice.**

Phil Greenwood, Director of IT, Dixons Retail

However, people can absorb only so much change – too many simultaneous projects can disrupt operational performance, leading to reduced sales and poor customer service. PM3 helps Retail Operations work with the project teams to smooth out any conflicts, risks or change overload, and keep their focus on sales and customer service.

PM3 gives retail organisations the tools to:

- ✓ Define stores/branches/channels and chain structure
- ✓ Roll out planned changes to selected stores with one click
- ✓ Objectively assess the impact of change by store, looking for change spikes or clashes and unacceptable levels of change hitting particular locations
- ✓ Do 'what-if' analyses and balance staff impact and benefits
- ✓ Set/change freeze periods
- ✓ Create countdown milestone plans (plan back from the live date or forwards from the start date)



PM3 is used extensively in the Retail sector to assist in strategic planning, annual portfolio planning and budgeting, supporting PMOs to oversee hundreds of individual projects and helping manage major organizational change and cost reduction programmes.

PM3 is a true business solution for retail. It is cloud-based, secure, light-touch, quick, intuitive, simple to configure, and can be up and running in less than an hour. PM3 requires minimal training and managers can do their regular updates in less than 5 minutes.

Focus on value

PM3 helps you identify the Right Portfolio: the optimal mix of projects and programmes that will deliver the right outcomes and the maximum value for your retail business.



Projects can be assessed according to their relative value, risk and payback period. Projects towards the top right of the matrix are the most valuable and the lowest risk, so these are the projects that you are most to invest in.

Once the optimal portfolio is agreed you can then plan the projects and programmes, and then track and govern their progress. Plans can be linked so that dependencies between projects across the programme can be managed. PM3 also highlights wayward projects so they can be brought back on track... or stopped.



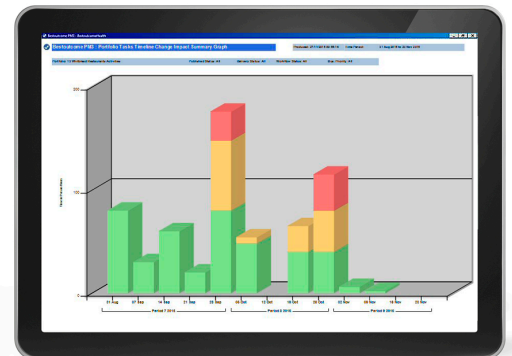
PM3 gives us better visibility of our project portfolio and ensures that we have consistency and objectivity in reporting across projects.

Peter Swann, WHSmith's IT Director

Impact of change

PM3 allows the true impact of change to be assessed:

- ✓ Store Ops have an overview of all implementation projects
- ✓ Regional/Category Managers can see all implementation projects impacting their domain
- ✓ Store Managers can see all implementation projects and tasks impacting their store
- ✓ All management receive early warning of problems/slippages



In this report Red indicates a change overload across a selection of Business Units

Five reasons to use PM3 for retail

- ✓ One version of the truth on all projects across stores
- ✓ Improved focus on value and outcomes
- ✓ Avoid change overload and brand damage
- ✓ Improved utilisation of resources
- ✓ Reduced cost of PMOs

To find out how PM3 could benefit your organisation, please contact Bestoutcome on info@bestoutcome.com or call us on 01753 885864.