



ABOUT TENSTEP

TenStep is dedicated to helping organizations achieve their business goals and strategies through the effective delivery of projects. Our services help organizations establish environments where projects are successful. This includes:

- Defining, re-evaluating, and running PMOs
- Standardizing program/project processes through methodology customization and deployment
- Optimizing portfolio management processes, including project evaluation, prioritization, selection, and monitoring
- Defining project lifecycle processes for both predictive and Agile models
- Performing organizational assessments to create improvement plans
- Building capabilities through training for all stakeholder groups to support a program/project management culture

We believe that if your organization processes are aligned to support projects, plus you have well-skilled project managers, you will have a vastly increased likelihood of success.

OUR **EXPERIENCE**

WE UNDERSTAND ORGANIZATIONAL CHALLENGES

Organizations conduct projects to achieve goals, yet expectations are not always met. We routinely hear about schedule delays, cost overruns, deliverables not meeting the intended need, and important work not receiving the appropriate attention. Each can lead to an insufficient or compromised project outcome.

Truly successful project management requires all organization processes to support projects. TenStep provides a comprehensive and holistic solution through training, consulting, and methodologies to help you with any aspect of project delivery.



OUR CLIENTS

TENSTEP WORKS WITH ORGANIZATIONS THAT FACE VARIOUS CHALLENGES

ALIGNMENT: RESPONDING TO STRATEGIC AND TACTICAL CHANGE

TenStep provides solutions for translating a company's mission, vision, and long-term goals into executable projects and programs. When strategy and goals change, the projects need to change as well. Our portfolio management model allows organizations to pivot and move in a new direction when the strategic plan changes. We also understand how a portfolio should respond based on short-term tactical changes.

We help ensure that organization and management systems are flexible enough to support changing business goals in a dynamic environment.

PORTFOLIO MANAGEMENT: ENSURING THE RIGHT PROJECTS ARE SELECTED AND EXECUTED

All organizations have some elements of portfolio management in place. TenStep helps optimize the portfolio management processes so that an organization's resources are applied to the best projects – those with the highest value and that are best aligned to the strategic plan. As a result of our solutions the difficult task of selecting the best projects across the whole organization becomes more transparent and monitoring the work of the portfolio is easier. Management is informed of the progress of important projects and the whole organization is better prepared to manage its resources.

We help ensure that organizations devote their resources to the most important and best-aligned projects.

FULFILLMENT: MANAGING PROJECTS IN ALL INDUSTRIES

TenStep provides hands-on project management for important projects. We help define the project, build the schedule and budget, set expectations between the project team and the customer, and establish project management processes. We support management and the project team with daily monitoring of the project, proactively managing the schedule and budget, managing scope change requests, handling crisis situations, reporting status, and continually communicating to the stakeholder groups.

We stand by our customers from the beginning of the project to its successful completion.

VALUE-ADD PMOS: ALIGNING A PMO TO STAKEHOLDERS' NEEDS

Many organizations deploy common processes and build competencies by creating a Project Management Office (PMO). People often wonder what value a PMO provides. Our service helps build a PMO that provides value based on the specific needs of the organization. We help organizations start a value-add PMO, evaluate an existing PMO, and adjust the direction of a PMO when the organization's vision or stakeholders' needs change.

We help set up value-add PMOs, and validate/redefine the work of current PMOs, to ensure they provide value back to their organizations.



OUR SERVICES



TEACH

Our classes utilize various techniques including workshops, case studies, simulation games, and e-learning for groups and individuals. We want to pass all our knowledge and experience to our customers' employees.



SUPPORT

We provide consulting and coaching services 24 hours a day, 7 days a week. We give constant support and feedback during the most critical phases of the project and in the times of crisis.

We are there for our customers whenever they need support or advice.



INVESTIGATE

We conduct analysis and audits to report on process efficiency, project management maturity, project effectiveness, employees' skills, and much more. We enable our customers to make informed decisions.



CREATE

We create flexible, value-add processes, procedures, and templates, and help our customers deploy these solutions. We support our customers in choosing and implementing vendor solutions. We want our customers to have lean yet effective tools.



EXECUTE

We provide hands-on staff for our customers when there are insufficient resources or skills in the organization. We execute the project management work and monitor effectiveness from our office. We care about our customers' results.



OUR APPROACH

COMMON STARTING POINTS FOR CUSTOMER COLLABORATION

We begin working with our customers by identifying the organization and project challenges they are facing. We then collaborate with them on solutions. The following scenarios illustrate common examples.

A company carries out many projects every year. Some of the projects succeed, while some end up less than successful. It is difficult to predict if a project will be completed successfully.

This situation often occurs when project management capabilities are a result of individual experience and are not coordinated or supported by common processes or consistent training. A strong project manager is often successful. Other project managers are hit-or-miss.

TenStep works with organizations to understand the gaps between the often ad-hoc current state environment and the more optimized future state. We help set up a project management improvement plan and roadmap to implement the necessary changes. We then partner with the organization to execute the improvement plan. These plans are customized to each organization's needs, and often include creating and deploying a common methodology, improving capability through training, facilitating project definition and planning, and coaching project managers.

A company feels that it lacks staff to manage projects. Many of its resources are engaged in running day-to-day operations so there is little time for project management activities such as managing schedule, managing risks, and keeping scope in control. Not surprisingly, projects are often delivered late or not finished at all.

This situation can be a sign that project management work is not valued, and/or that the organization lacks staff with project management skills.

TenStep helps identify the causes. We optimize portfolio management processes to include more effective resource management. We focus on value-add project management and we build project management skills. We can provide targeted solutions to optimize the project environment.

A company implemented project management software. Staff was trained in the project management tool and it appeared that the tool was successfully deployed. However, a year later it is hard to determine if project performance is better, the same or even worse.

This situation can occur when an organization focuses on implementing project management software, often neglecting standardized processes and project management capabilities.

TenStep works with the organization to identify a multi-faceted approach to project success. Our focus on a holistic solution, including emphasis on change-related activities such as training and communications, are the right combination to achieve success.



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