

Service Overview

A sound Project and Management methodology is at the heart of every successful implementation and SunGard iWorks Prophet provides a first class service to its customers. Working together, we will determine the high-level objectives and success criteria. We will develop comprehensive project plans with realistic timelines, tasks, and objectives, and work with you to guarantee the timeliness of all our commitments.

The dedicated Project Manager will be your single point of contact within SunGard and will look after all of your needs. The Project Manager will also be responsible for communicating the project status and highlighting and mitigating risks that may affect deliverables and commitments.

High Level Features

SunGard iWorks Prophet will provide an experienced Project Manager to ensure the successful delivery of the work stream. The responsibilities of the Project Manager will be to:

- act as a single point of contact for the customer
- initiate project start up, and overall management framework
- manage and own project deliverables
- communicate RAG (Red, Amber, Green) status of services and deliverables against key project milestones
- establish and control budgeted hours for resource per milestone / task
- schedule regular quality reviews
- manage resourcing and skill requirements
- issue a weekly Executive Dashboard
- own Risk Management and issue resolution
- manage scope control and change
- manage Project Control Meetings and Project Plan update sessions
- manage project close down

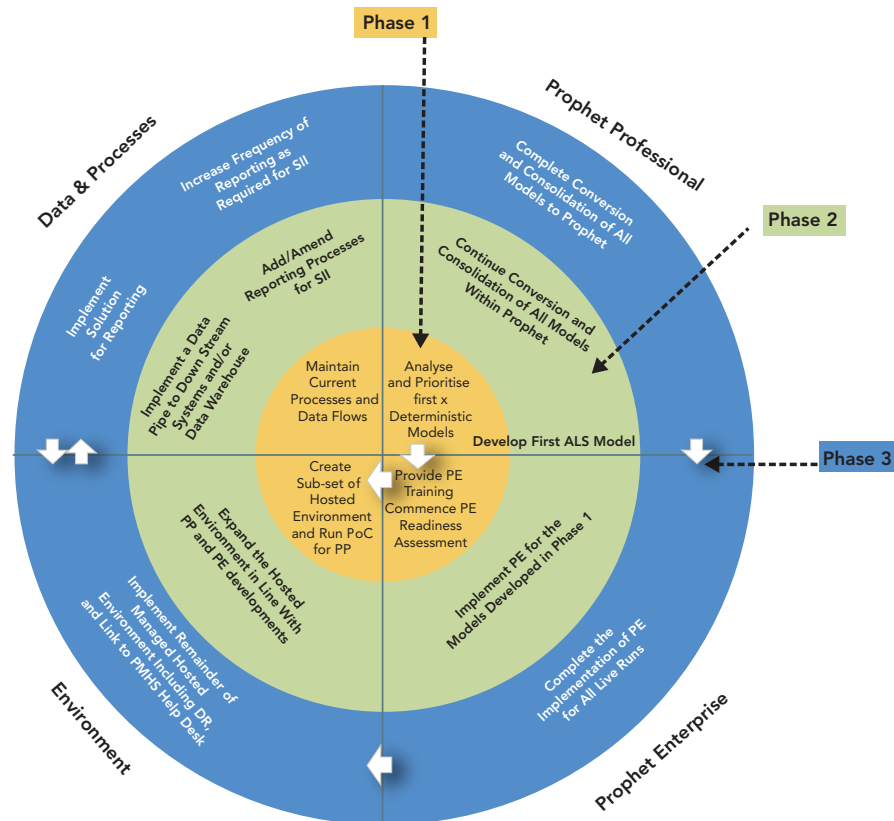
Benefits

Benefits are:

- better efficiency in delivering services; Project Management provides a 'roadmap' that is easily followed, leading to a successful project completion
- proven methodology for planning, preparation, execution and completion leading to project success
- enhanced effectiveness in delivering services
- improved management of risks
- increase in quality and reduction in overheads/costs
- better coordinated resources

Adaptable Approaches

SunGard's Project Management team consists of experienced and pragmatic individuals with a wealth of knowledge and ability to adapt to many methodologies.



Summary

The SunGard iWorks Prophet Project Managers report to the client sponsors for the project. They have the added value of being able to escalate issues within the SunGard iWorks organisation, as well as having day-to-day contact with resources internally within SunGard iWorks, providing assistance at various stages of the project. By being able to navigate within the client organisation, as well as within SunGard puts the SunGard Project Manager in a unique position to successfully manage the quality of the delivery to the client on time and on budget.

About SunGard

With annual revenue of \$5 billion, SunGard is a global leader in software and processing solutions for financial services, higher education and the public sector. SunGard also helps information-dependent enterprises of all types to ensure the continuity of their business. SunGard serves more than 25,000 customers in more than 50 countries, including the world's 50 largest financial services companies. Visit SunGard at www.sungard.com.

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