



PMC takes a proven approach, using real life retail experience,
to deliver successful implementation projects

Implementation Services

Overview

At PMC we understand how important it is to properly execute and deploy new software, or software enhancements.

Our retail-experienced team has supported a vast range of implementation projects. These range from simple upgrades and configuration requests, through to large-scale system replacement roll outs across the full retail estate (domestic and international).

Software partners

Our implementation service focuses on products that we source. PMC develops strong working partnerships with chosen software partners. This allows us to represent client requests effectively, and for some products, to directly configure the product ourselves at code level.

Our people

Our consultants have many years of retail experience, gained from within both retail and supplier environments. They understand and can talk the language of retail. This enables them to hit the ground running and quickly understand the functional, business and technical specifications of any new system or systems enhancements.

Importantly they also ensure they present technical/user issues or challenges in a way that our clients can relate to.

Requirements gathering

Key to the success of any project is a high level of focus on requirements gathering.

Our consultants will facilitate this process through interviews and workshops, working in partnership with the client and developers (whether they are third party or in-house).

They capture business requirements, define the functional and non-functional specification, and undertake analysis on the existing environment, identifying any gaps. Importantly, they also understand the areas of the current system that are effective and working well.

PMC uses this information to identify and propose our approach to produce, configure, test and deploy the replacement solution.

Proven, client-focused methodology

With project delivery, PMC uses a defined product implementation framework to create an effective project plan, and identify the required tasks and activities.

Our framework is adapted to each client's specific requirements, taking into consideration resource, timescale and budget.

For PMC, communication is key to successful project delivery. Our framework and regular reviews provide clients with confidence of project status and achievement against key milestones.

End to end delivery

As well as the management, implementation and deployment of new software or software enhancements, PMC can also provide ongoing support for those systems.

→ Benefits

- ❖ Experienced retail practitioners
- ❖ Structured approach
- ❖ Cost effective and fast
- ❖ Retail best practice methodology