



## Program Management as a Service (PMaaS)

Effective program management is essential to your ability to operate effectively and implement new products and services. Program management should be more than just a resource – and with Paradigm Technology, it is. Complete more projects **on time**. **Increase** resource optimization. **Accelerate** the speed of project delivery.

### UNDERSTANDING PROGRAM MANAGEMENT AS A SERVICE

Paradigm's program management offering extends beyond resources, allowing us to provide you with a managed set of frameworks and services – Program Management as a Service. We onboard, train, and manage all resources that are provided to you as our client. We engage with your entire project ecosystem, providing value-added insight and guidance – thought leadership intended to enable to your project and business success. Paradigm focuses on progressive efforts to build a set of strategic capabilities that can assist you in a broader set of challenges.

### OUR PROGRAM MANAGEMENT CAPABILITIES INCLUDE

#### Large-scale Integration (Program Management)

Paradigm manages several related projects and PM's, often with the intent of improving your organization's performance, including Business Analysts, Quality Analysts, and additional resources.

*Paradigm delivered new functionality and integration to ensure business capability on one platform from merging clients' business, operations, and flight data.*

#### Project Management Office (PMO)

Paradigm's custom-tailored PMO is responsible for setting, maintaining, and ensuring standards for project management across your portfolio and/or organization. The office includes items such as: A Project Manager Center of Excellence (COE); Business Analyst COE; Quality Analyst COE; Portfolio Management or Program Office.

*In just two years, Paradigm reduced the IT portfolio and technical debt of our client by 18%.*

#### Strategy and Portfolio Management

Paradigm assists with high-level decisions that enable your organization to answer the question, "What do we do?" We look at the current state of your PMO and partner with you to develop a tailored strategy that supports your business and/or technology need. Our project management or process-oriented resources can direct any of your given portfolios or enterprises by focusing on data gathering, methodologies, processes, governance, reporting, decks, and strategy. Additionally, Paradigm has the ability to centrally manage these processes, methods, and technologies used by project managers and PMOs to analyze and collectively manage your current or proposed projects.

*Paradigm improved our client's portfolio accuracy completion rate to 96%.*

#### Agile Transformation

Many companies are moving towards Agile and DevOps and a more Product focused environment to support ongoing customer demands. We partner with clients to create customized strategies and frameworks to achieve their short- and long-term goals. Our approach takes into account the Business Adoption part of this equation as well as the coaching and tools necessary to be successful and do this at scale.

*Agile project failure rates are half those of Waterfall; 4%, 11%, and 23% for small, medium, and large projects, respectively.*

### ABOUT PARADIGM

An award-winning end-to-end strategic solutions provider, Paradigm Technology is a leader in Digital Transformation, working for 25 years with the Fortune 500. We enable our clients in: Customer & Vendor Centricity, Data Governance, Real-time Analytics, and Cloud Adoption. Our Data Scientists drive Artificial Intelligence and Machine Learning, while helping to make sense of IoT and Big Data to predict and answer the hard questions to grow revenues, reduce costs and avoid risk. Paradigm's Business Transformation practice supports this through IT simplification, change management and robotic automation.

### DID YOU KNOW?<sup>1</sup>

The role of Project Manager/ Scrum Master is **expanding** to:

- Strategic Advisor - Plans, executes, & delivers
- Innovator - Acts as product owner & developer
- Communicator - Is always clear & concise, no matter the audience
- Big Thinker - Is adaptable, flexible, & emotionally intelligent
- Versatile Manager - Has experience with all approaches: Waterfall, scrum, agile, lean, design thinking

**More than two-thirds (68%)** of organizations report using outsourced or contract project managers

<sup>1</sup>Pulse of the Profession: Success in Disruptive Times. PMI. 2018.

## Organizational Change Management

Managing change is an essential part of our program management services. Our experience in understanding the key constituents and utilizing our best practices and proven approaches allows us to partner with clients, creating a comprehensive communication framework and move forward in a collaborative environment.

*Integrating change management into Paradigm's programs has shown a **20%** increase in successful delivery.*

## KEY ELEMENTS OF PROGRAM MANAGEMENT AS A SERVICE

- Strategic inputs
- Processes & tools
- Investment decisioning
- Portfolio & pipeline management
- Dashboarding
- Thought leadership
- Transformation

## HOW CUSTOMERS CAN BENEFIT

- Deliver greater value to their business partners
- Understand entire portfolio (schedules, financials, status, risk, IT, etc.)
- Higher project success rates – **92%**<sup>1</sup>
- Standardization & transparency
- Single source of the truth
- Increased agility & flexibility offer organizational productivity
- Link projects to strategy
- Optimize human & financial capital – **10%**
- Decrease time to market – **25%**
- Ensure strategic & tactical elements are achieved & optimized
- Fewer surprises
- Achieve transformational goals

## SUCCESS STORIES

### Project Management Office (PMO) for \$3.6B Company

- Improved portfolio accuracy completion rate to **96%**
- Enhanced PMO productivity by **18%**
- Decreased resource onboarding time by **50%**

### Large Scale Integration – Merger for \$13.6B Organization

- **50%** time savings to identify defect origins and owners
- Reduced approval times by **50%+**
- Enabled **20,000** users to effectively perform their work
- Reconciled **88.2%** of applications

## WHY PARADIGM TECHNOLOGY?

Paradigm's Program Management as a Service offering has a proven model and library of accelerators that will strategically enable your business objectives. Our team boasts strong program skills including communications, risk, issue, financial, and quality management. We utilize a unique framework that enables us to provide additional innovation to our engagements.

## MEET THE EXPERT



**Dennis McDonald**  
**Vice President of Business Transformation**

Dennis oversees Paradigm's Business Transformation, IT Transformation, and Project Leadership practices. He has a unique blend of senior Technology and Business leadership experience and is focused on developing and growing Paradigm's capabilities in Robotics Process Automation (RPA), IT Simplification, Program Management as a Service (PMaaS), and Organizational Change Management (OCM).

## HOW CAN PROGRAM MANAGEMENT INCREASE YOUR OPERATIONAL EFFICACY?

**WE INVITE YOU TO LEARN MORE - REACH OUT TO OUR EXPERT TODAY!**



**PARADIGM**<sup>™</sup>  
 technology

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