



# Program Management Services

ENSURING CONSISTENCY & SIMPLICITY ACROSS OUR ENTERPRISE CUSTOMER ENGAGEMENTS

## Delivering Consistency in Enterprise Standards & Communication



A **Program Manager (PgM)** is a Whitlock professional dedicated and focused daily on driving the desired customer experience and providing the delivery of standards, efficiency and support across the enterprise. Whitlock PgMs oversee multiple engagements and serve as a consistent resource for our customers. As an extension of our **Enterprise Resource Group (ERG)**, our PgM Team is centrally trained on best practices enabling our ability to scale with your organizational workload. This includes consistent oversight for proposals, implementations, support, invoicing and on-going business analysis.

### General Responsibilities:

- Helping to define and monitor adoption of customer and Whitlock standards and quality assurance related to all aspects of design, deployment, support and administration related to the customer portfolio of services.
- Establishing each Whitlock resource is aligned to our customer's culture and expectations, with a short learning curve.
- Running Whitlock's 8-step **Enterprise Delivery Model (EDM)** with the account team for consistent delivery.
- Establishing the documentation and understanding of our enterprise customers' technology roadmaps.
- Managing partners (local, national and global) and other trades to ensure consistency across the enterprise. This includes providing global program management for global deployments and support through Whitlock's **Global Partner Alliance (GPA)**.

### Communications:

- Establishing a customer approved communication and escalation plan and attend regular meetings providing an overview of all projects and service issues outstanding.
- Publishing and maintaining a dashboard of proposals, projects and any open deliverables or issues for enterprise customers, including service and finance.
- Scheduling and aligning stewardship meetings (aka QBRs) with customer desired analysis and reporting.