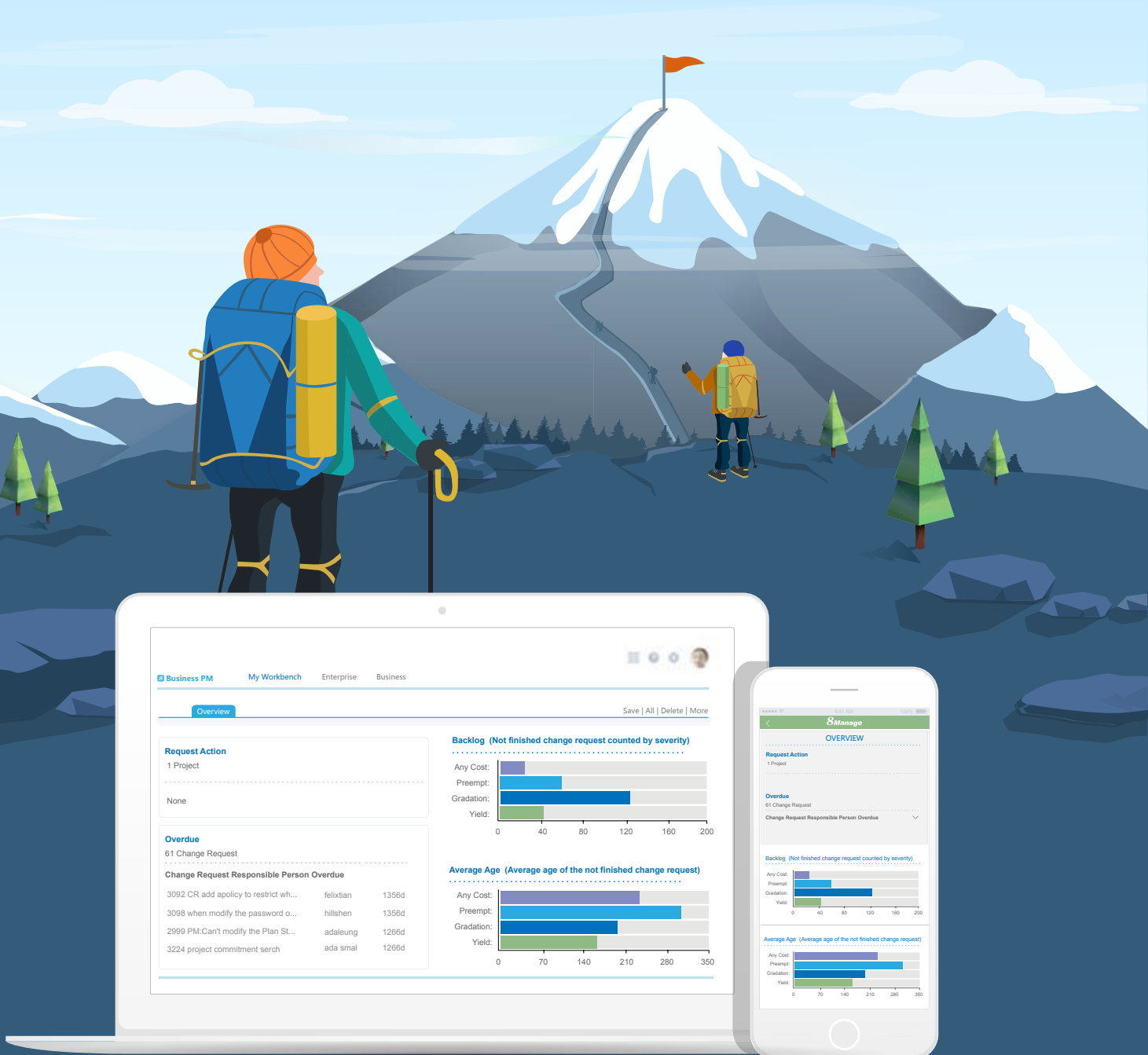# 8 **Business PM**

Gets a glimpse of the refined project overall

and improve business and project execution efficiency

🎱 Business PM

🎱 Business PM can help you to manage clients, contracts, projects, resources, activities, procurements, delivery and acceptance, cost and income. With 🎱 Business PM, you can maximize efficiency of your normal operations and minimize damages and delays of your abnormal operations by detecting deviations or problems and their root causes at the earliest possible time.

🎱 Business PM can be used to manage different types of business projects such as construction, professional service, OEM, and BPO/ITO projects.

1. Contract and Project Integrated Mgt

8 Business PM supports the entire contract and project life cycle which includes:

- Proposal and quotation mgt
- Contract and project execution mgt
- Milestone completion and SLA monitoring
- Change, change impact, revenue, cost and profit mgt
- Invoice and payment mgt
- Client satisfaction and contract renewal mgt

Proposal / Quotation ⟩⟩⟩ Sign Contract ⟩⟩⟩ Project Mgt ⟩⟩⟩ Delivery Mgt ⟩⟩⟩ Satisfaction Mgt ⟩⟩⟩ Renewal Mgt

| Approval | Agreement | Milestone / Cost / Quality | Delivery / Acceptance Inspction | Satisfaction Check | New Deal |

Real-time Interconnectivity

8 Business PM contract and project and interconnected in real-time, for example:

- Project cost would directly affect contract cost and profit
- The delay in project deliverable would directly affect contract revenue.
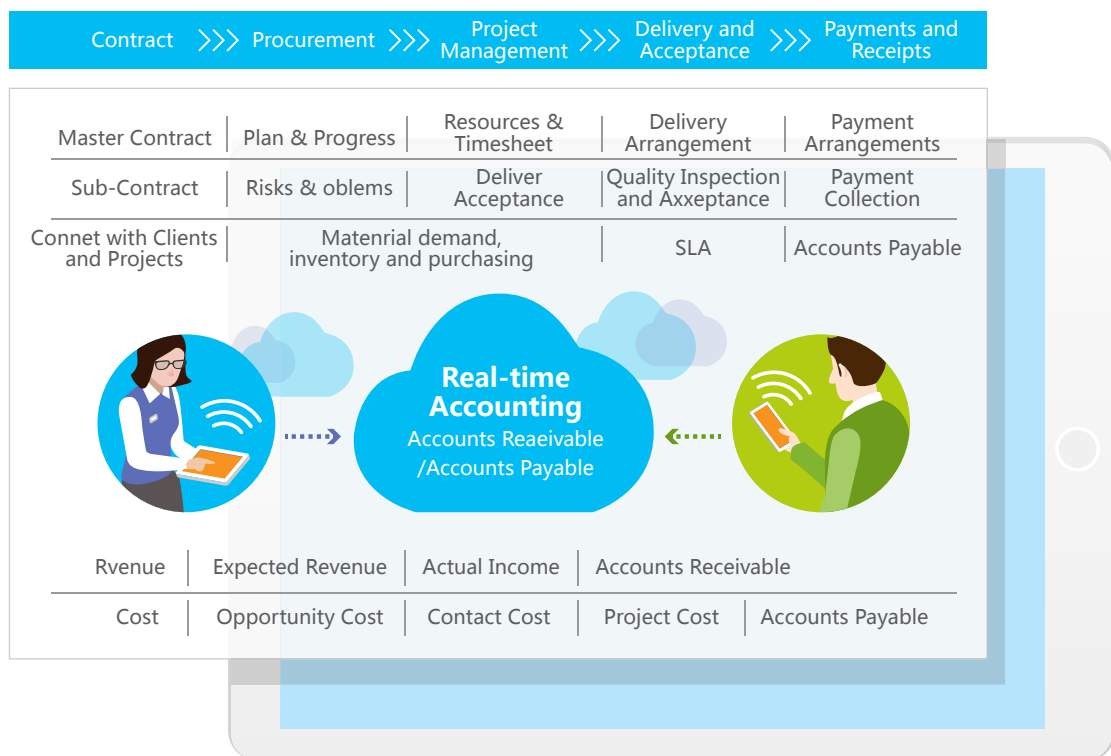- The quality of project deliverable would directly affect contract SLA results.

One contract can represent one or more projects

In most cases, a contract represents a single project. But in some areas such as investment and outsourcing, it is possible that a contract can create multiple projects and their results collectively affect the return of investment.

2. Contract Mgt

🎱 Business PM supports the following contract mgt features:

- Contract approval
- Transaction Contents (Products, Services and Prices)
- Delivery and SLA
- Procurement and payment
- Cost and profit mgt
- Payment terms, invoice and payment mgt
- Revenue recognition and mgt accounting
- Contract renewal mgt

Sales Contract:

🎱 Business PM supports sales contracts for products only, service only and products and services together. It also supports master contracts for specifying terms and conditions and associated sub-contracts or Statements of Work (SOW) to transact incrementally. 🎱 Business PM sales contract can be generated from or linked to a customer opportunity and be used to handle invoicing and payment.

Procurement Contract:

🎱 Business PM supports procurement contracts for buying products only, service only and products and services together. It also supports master contracts for specifying terms and conditions and associated sub-contracts or Statements of Work (SOW) to transact incrementally. 🎱 Business PM procurement contracts can be generated from or linked to a procurement plan and be used to handle invoicing and payment.
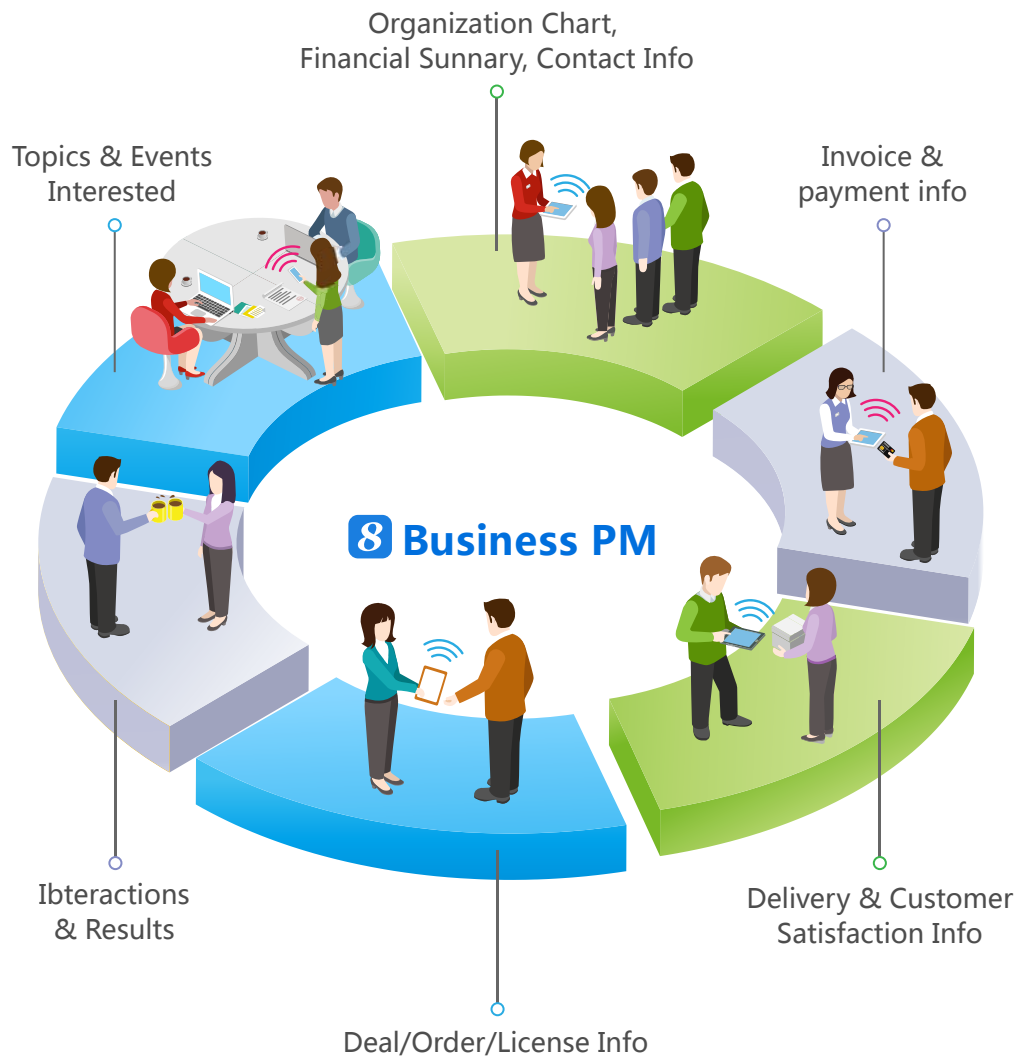
3. Project Mgt

🎱 Business PM provides features to support the following 9 major areas:

Scope Management	Time Management	Cost Management
Quality Management	Communication Management	HR management
Risk Management	Ptocurement Management	Integration Management

You can select part or all of these features to manage your projects.

• Policy setting
• Project plan and cost approval
• Resource Mgt
• Deliverable planning, quality control and delivery and acceptance
• Schedule, cost, problem and change tracking
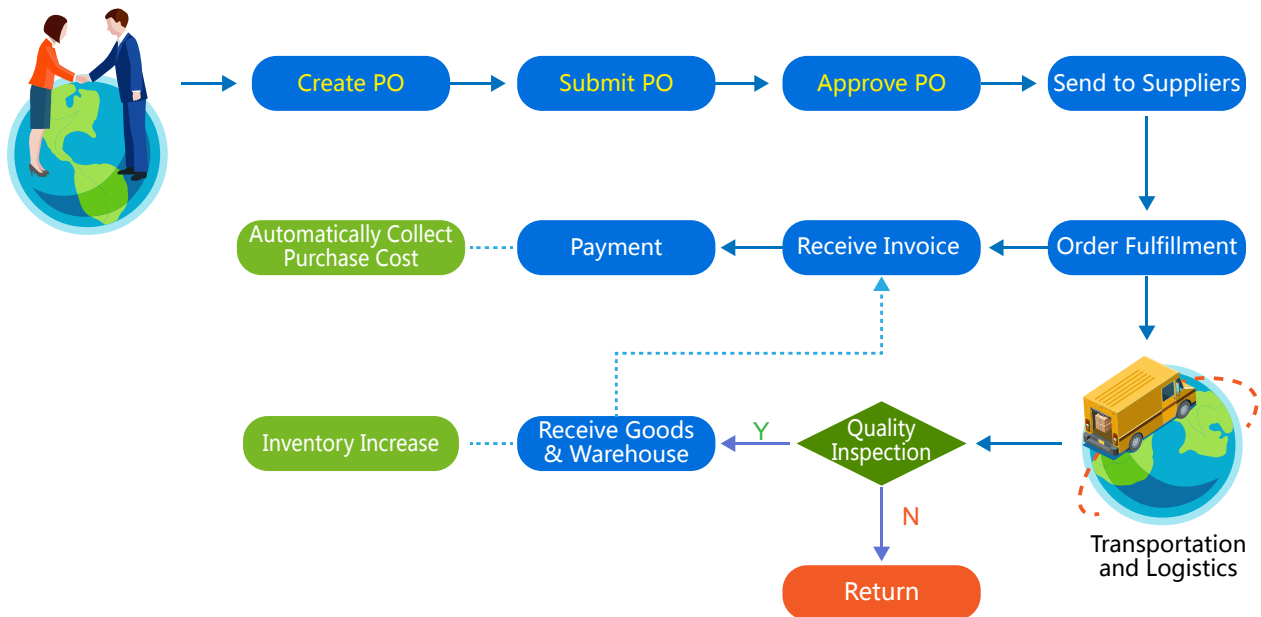• Risk recording and mitigation

4. Customer & Opportunity Mgt

Organization Chart,
Financial Sunnary, Contact Info

Topics & Events
Interested

Invoice &
payment info

8 Business PM

Ibteractions
& Results

Delivery & Customer
Satisfaction Info

Deal/Order/License Info

8 Business PM supports establishment and maintain complete customer information, including the following:

- Client organization chart and contact information
- Financial summaries and credit ratings
- Topics/Products of Interest
- Cross-selling and up-selling information
- Opportunities and communication records and results
- Historical quote, transaction and delivery information
- Customer satisfaction information
- Accountable receivable, invoice and payment information

5. Supplier & Procurement Mgt

Create PO → Submit PO → Approve PO → Send to Suppliers → Order Fulfillment → Receive Invoice → Payment → Automatically Collect Purchase Cost

Transportation and Logistics → Quality Inspection → (Y) Receive Goods & Warehouse → Inventory Increase

Quality Inspection → (N) Return

🅱 Business PM provides the following features to help the user manage contract-based procurement projects in a more systematic manner.

- Supplier recruitment and pre-qualification
- Supplier basic, product, service and rating information
- Supplier qualification and approval
- Purchase plan and requisition
- Quotation and price comparison
- Purchase order mgt
- Delivery, qualify and acceptance mgt
- Invoicing and payment mgt
- Supplier KPI and performance mgt

6. Accounting Mgt

🎱 Business PM can aggregate and de-aggregate revenue and cost budget and actual numbers from the lowest level projects to their associated contracts and from contracts to their associated organizations in real-time.
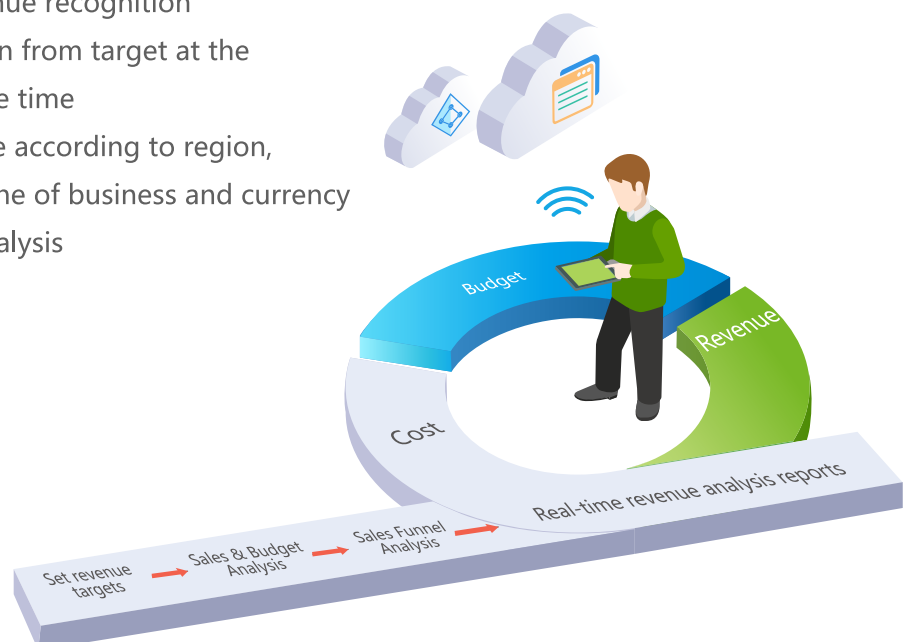
USD / 000	Operating			Capital		
	Budget		Actual	Budget		Actual
	Approved	Forecast		Approved	Forecast	
Enterprise	57,000	8,600	38,314	8,000	0	7,307
Company A	38,000	6,400	28,624	6,000	0	5,485
Business Unit 1	22,000	0	12,380	3,800	0	3,701
Business Unit 2	16,000	6,400	16,244	2,200	0	1,784
Company B	19,000	2,200	9,690	2,000	0	1,822

EMS Contract

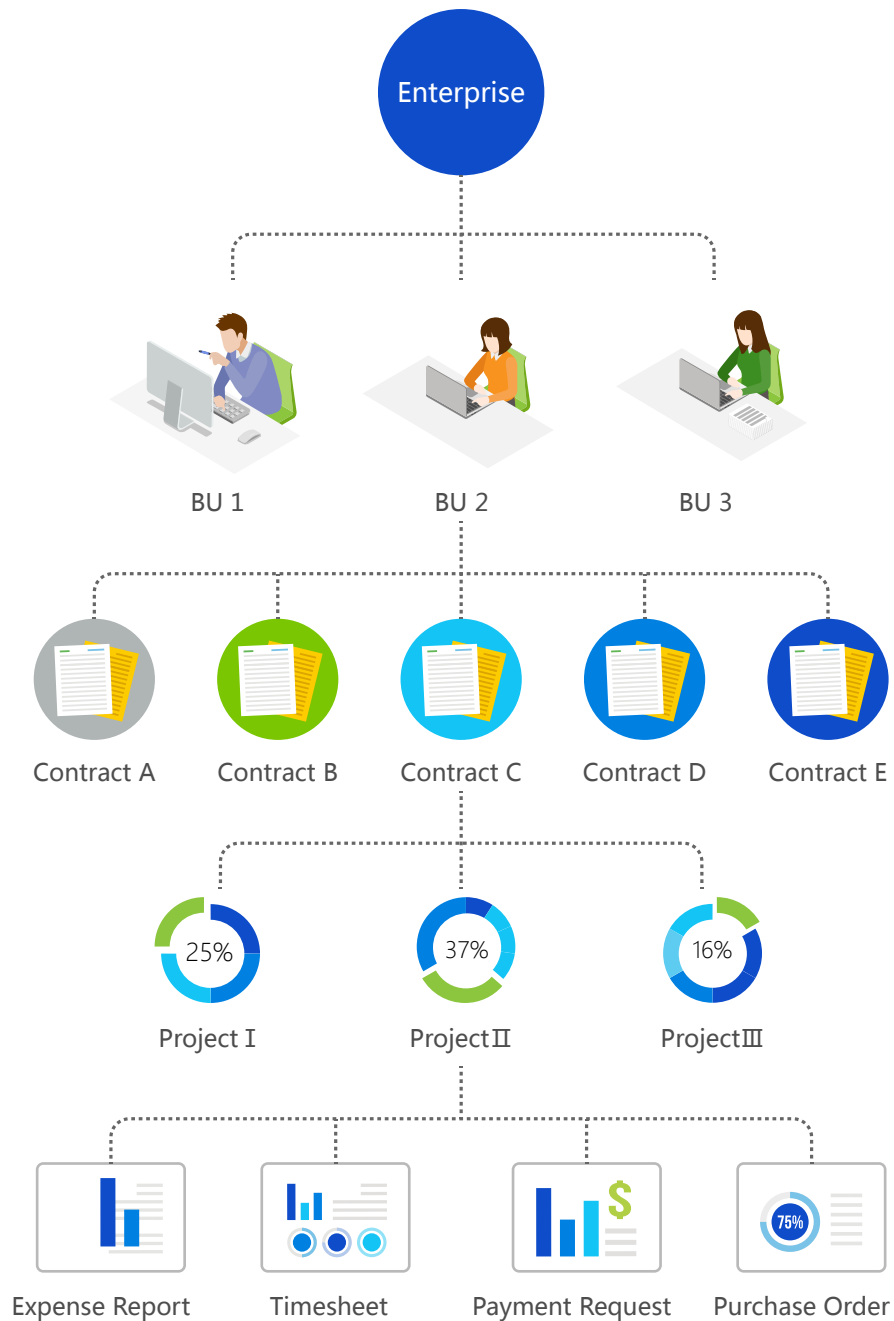| USD / 000	Budget (Approved+Forecast) 2008				Actual 2008			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Operating	3,800+0	5,200+0	5,800+0	6,000+0	4,800+0	4,900+0	2,680+0	
Equipment								
Labor	3,800+0	3,900+0	4,000+0	4,400+0	3,750+0	3,860+0	1,817	
Direct	3,000+0	3,000+0	3,000+0	3,000+0	2,900+0	2,900+0	1,267	
Indirect	800+0	900+0	1,200+0	1,400+0	850	960	550	
T&E	989+0	984+0	1,284+0	1,284+0	896	732	555	
Depreciation	211+0	316+0	316+0	316+0	154	308	308	
Capital	3,800+0				3,701			
Equipment	3,000+0				3,701			
Facility								

7. Income Mgt

🎱 Business PM helps an organization to establish revenue targets and track results.

- Revenue target
- Real-time revenue recognition
- Detect deviation from target at the
  earliest possible time
- Display revenue according to region,
  organization, line of business and currency
- Sales funnel analysis

8. Profitability Mgt

🛚 Business PM provides profitability mgt from the lowest level of projects and contracts where revenue and cost occur to the highest level of the enterprise.

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                        ┌─────────────┐
                        │  Enterprise │
                        └─────────────┘
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Enterprise

BU 1   BU 2   BU 3

Contract A   Contract B   Contract C   Contract D   Contract E

25%   37%   16%

Project I   Project II   Project III

Expense Report   Timesheet   Payment Request   Purchase Order

75%

Business PM Feature list

Feature	Description
Sales Mgmt	
Client Info Mgmt	Allow the user to record general info, contact info, privilege info etc. of clients.
	Allow the user to click the org chart for the corporate client to drill down to see the parent and its sub-organization info.
	Allow the user to define different sections, fields and field locations in the client general info page. Basically the user can design the layout of client general info page.
	Support batch import and update of massive client records.
	Support export of client info to Excel or PDF.
	Provide records of client info changes.
Quotation (for contract)	Allow users to record quotation for contracts.
Contract Mgmt	Allow users to record basic contract info, such as revenue item, profit & loss, payment terms.
	Support Service Level Agreement management in contract: a) User-defined measurement types b) Definition of target type, reward type and buffer type and penalty type c) Link with project milestones/user-defined milestones for SLA measures d) Calculation and monitoring of actual result and gap between target and result e) Track SLA target & result on one screen
	Support change approval before allowing to change the contents of an approved contract.
	Support version control in contract.
Invoicing and Payment	Provide convenient invoicing and payment functions: a) Generation of invoice based on payment terms b) Batch handling of invoices to a client/contract c) Batching handling of payment received from client to settle multiple invoices of a client for different contracts d) Linkage between invoice and payment e) Provide invoicing alert based on payment terms f) Provide detailed tracking report for invoice and payment
Project Request	
Create Project Request	Record project name, project type, requested budget and other info in project requests.
Risk Assessment	Support risk assessment for project requests.
Approval	Support to submit project requests for approval.
Linked to a Project	Support to link an approved project request with a project.
Project Initialization	
Create Project	Allow to create project by different methods, such as creating from the template, importing from mpp file, creating from scratch or copying an existing project.
Define Project Team	Allow to define project planners, project sponsors, project supervisors, managers, project assistants and approvers and grant appropriate privileges.
Define Project Chapter	Allow to define info such as objectives, stakeholders, assumptions, approaches, high-level scope, high-level schedule and budget ballpark in project charter.
Project Scope Document Mgmt	Support the uploading and easy access of scope-related documents.
Project Library	Support user-define library template for creating a new project library.
	Support auto creation of project library automatically when a new project is created.
	Support linkages of project deliverables to documents in project library so that documents created from a project can be accessed independently from project library.
	Support knowledge mgmt in project library.

Project Planning	
Detailed Project WBS	
WBS Operation	The form of 8thManage WBS is similar to Excel format, in which users can re-arrange the activity sequence, outdent or indent an activity by mouse or shortcuts. The system also supports the import and export of MS project files.
Assign Activity Reps.	Able to assign the responsible person of the activities individually or by bulk replace;
	Allow multiple persons to be responsible for the same activity.
Set Up Deliverables	Allow to define deliverables details of activities/projects, including responsible person, scheduled FD, review and acceptance flow, quality standard etc.
Planning Methods	Support "top-down" and "bottom-up" planning methods; by combination of the two methods, it can better ensure the time restriction as well as the flexibility.
Sub-projects	A project can be inserted as an activity to another project's WBS.
Critical Path	Critical path activities are visually displayed on WBS and 8thManage supports showing real-time critical path on web page and exporting PDF document.
Gantt Chart	Able to show the Gantt Chart in real-time and allow exporting it into PDF.
Baseline	Support the establishment of baselines for projects and individual activities.
Resource Plan	
Resource Type	Allow self-defining the resource type such as internal human resources, external human resources, and non-human resources for the projects; allow self-defining the resources properties.
Resource Working Calendar	Allow defining different working calendars; each project and each resource can have different working calendars.
Key Resource Warning	Conflict or overloading of key resources will be alerted.
External Human Resources	Able to manage the external human resources that participate in the projects.
Resource Skills	Able to self-define needed fields to record all the skills of the resources.
Resource Plotter	The system will list the matched resources that meet the requirements based on resource plotter.
Resource Workload Warning	The workload of a resource can be tracked during resource planning process and any overload can be detected and alerted by the system automatically.
Resource Allocation	Support resource tracking and adjustment request on resource allocation according to the resource's usage.
Deliverable Plan & Quality Definition	
Deliverable Review & Acceptance	Allow to define different review and acceptance flow for deliverables.
Minimum Quality Requirement of Deliverables	Support setting the minimum level of quality control for deliverables on Enterprise/Project level.
Minimum Quality Requirement of Milestones	Support setting the minimum level of quality control for milestones on Enterprise/Project level.
Deliverable Completion Methods	Allow to set up metrics to evaluate the quality of the deliverables;
	Support to set up the calculate methods of the completion rate according to the target value and the actual value of the metrics, or according to the review and acceptance status.
Project Budget Plan	
Approved Budget + Additional Forecast & Actual+Accrual	"Approved Budget + Additional Forecast" reflects the approved amount and the estimated amount acknowledged by the executives; "Actual+Accrual" reflects the actual amount and the amount estimated by the project team members. Their differences can provide overrun warnings.
Cost Control Rules	Allow to control the project cost in different cost classification levels and set up conditions when projects or cost should be (re)approved.
Cost Classifications	Allow to self-define different cost classifications by enterprise level or by each project.
Reserve Fund	Support managing the reserve fund of the project.
Asset Depreciation	Support managing the asset depreciation of the project.

Project Approval	
Multi-level Approval	Support multi-level approval function (e.g. allow project manager to approve top-level activities, project approvers to approve whole project plans).
Self-defined Approval Flow	Project approval flow can be pre-defined in the system or confirmed by the project manager when the project is submitted for approval.
Re-approval Restriction	Allow to define there-approval control parameters;when some critical goal was changed, such as the cost, scheduled FD etc., the system will require the project to be re-approved automatically.
Project Execution	
Deliverable Mgmt	
Internal Review	Deliverable's responsible person submits the deliverable for internal review; Reviewer reviews the deliverable.
Acceptance	The accepter can accept or reject the deliverables after receiving the deliverables.
Commitment Mgmt.	Allow the commitment management of the deliverables; the commitment process includes commitment-implementation/re-negotiation/commitment breaking.
Deliverable Structure	Allow to define deliverable structure through defining the components of deliverables.
Deliverable Completion Feedback	Allow setting up target value of the metrics to evaluate the deliverables.
	The responsible can update the actual value, and the system will calculate the completion rate according to the target value and the actual value of the metrics, or according to the review and acceptance status.
Resource Utilization	
Timesheet	Team members can use the timesheet to record their actual working hours in each project.
Resource Request & Approval	Support the resource request and approval process.
Resource Usage Record	Able to generate the usage records automatically according to the actual timesheet records, able to calculate the project resource costs automatically.
Resource Tracking	Resource tacking feature supports dynamically tracing the resource usage in a project and detecting any overload and resource conflict.
Commitment Mgmt.	Allow the commitment management of the resource allocations; the commitment process includes commitment-implementation/re-negotiation/commitment breaking.
Cost Mgmt	
Expense	The system supports the expense flow management from request to payment delivery.
Cost Classifications	The project can inherit the cost classifications of enterprise, or adjust the inherited classifications to maintain its own one.
Budget & Actual Cost	Able to track the derivations between the planned budget and the real cost; able to provide warnings according to the pre-set cost warning rules.
Communication Mgmt	
Requests & Responses (Approval, Review, Acceptance)	When the user raises a request, the user being requested (such as the approver) will be able to receive and respond to it to achieve the purpose of interactions.
Notifications	When the plans are modified, or deliverables are reverted etc., the system will send out notifications automatically (the rules can be self-defined by the user).
	The system will also send out notifications to the responsible persons before the due day.
Escalations	Support to escalate to the leaders automatically if the pending requests are not being handled in due time.
Chat & Forum	Provide online chats and forums for instant communications.
Instant Comments & Emails	Allow team members to add comments for the projects, activities, deliverables, issues etc. online or via email at the same time.
	All the communications including the emails will be captured into the system by time sequences.
	Relevant team members will be able to keep track of the historical communication records when needed.
Change Request Mgmt	
Change Request	Allow users to record and handle the change request in the system.

Severity & Urgency Queue	Allow to define the severity of the change requests, provide urgency queue function to manage the change requests and to control the access rights.
Audit Trail	Provide audit trail to record all the changes of the change requests.
Self-define Function	Allow privileged user to self-define the basic information page and management flow of the CR.
Purchasing Mgmt	
Purchase Order	Support the entire procurement process, including raising the PO for approval, record the invoices received from the suppliers, payment requests and approval etc.
Received Invoice	
Payment Request	
Requirement Mgmt	
Requirement	Allow users to record and handle project and product requirements in the system.
Severity & Urgency Queue	Allow to define the severity of the requirements, provide urgency queue function for requirement management and to control the access rights.
Audit Trail	Provide audit trail to record all the changes of the requirements.
Test Case Mgmt	
Test Case	Allow users to record and handle test cases and upload related test files.
Team Building	
Project Work Performance Report	Provide various real-time project analysis reports as a reference during the executions, such as workload summary, quality summary, milestone completion status summary etc.
Reality Checks	Provide reality check functions to collect the comments from the project stakeholders and allow to answer the questions anonymously.
Project Monitoring	
Cost Monitoring	
Earned Value	Use the EVM management method recommended by the PMBOK to monitor the project cost.
Top-down & Bottom-up Budget Deviations	The system will monitor the deviations between the top-down and bottom-up budgets and by real-time.
Cost Overrun	The system will monitor the cost overrunning the approved budget in real-time automatically.
Budget Re-approval	With pre-set rules, when budget being modified, it will trigger the restriction to re-approve the project.
Progress Monitoring	
Dashboard & Warning	Provide project summary dashboard and the alert functions.
Earned Value	Use the EVM management method recommended by the PMBOK to monitor the project schedule.
Quality Monitoring	
Quality Monitoring	The system will keep track of the project quality dynamically by examining the following: uncommitted deliverables, overdue deliverables, deliverables without review and acceptance, rejected deliverables, deliverables with a high rejection rate, the most overdue deliverable etc.
Resource Monitoring	
Resource Overall Monitoring	The system will automatically monitor the overall resource conditions, including overdue resources, unreasonable allocations, overloaded resources, to-be-hired resources, un-committed resources etc.
Resource Effort Analysis Histogram	The system provides resource effort analysis histogram to analyze the total FTE, resource days or resource hours of the planned, requested, approved or actual resources usage.
Resource Effort Analysis Table	The system provide the analysis report to view and compare the FTE, resource days, resource hours of the total resource usage, the resource constraint and the variances.
Different Resource Reports	The system provides different resource reports to help monitoring the resource in different dimensions, e.g. the resource planning report, resource time & cost report, resource allocation & utilization report etc.
Risks & Issue Monitoring	
Risk Detection	Auto detection of the resource risk, schedule risk, cost risk, management risk etc. and demonstrates the risks in the project dashboard.

Risk Mgmt.	Besides from the auto detection of the risk, the system also allows the user to record and monitor the risks found.
	The system supports to plan actions to deal with, reduce or avoid the risk, and supports the whole follow-up process until the risk is relieved or closed.
Issue Handling	Support to keep track of the whole process of dealing with the issues found; including the issue registration, the impact analysis, the actions, actions follow-ups, issues solved and closed.

Library & Knowledge Classifications Mgmt	
Document Library Mgmt	
Library Template	Support the creation of document library templates and the creation of document libraries based on a particular template.
Auto-creation of Project Library	Support creating a new document library automatically when a new project is created. It also supports creating a project document library from template.
Document Version	Provide document version management, able to keep track of all the historical versions.
Access Rights Control	Allow different stakeholders and users to have different access rights; able to grant the rights by library, by specific folders or specific documents.
	Provide check-in and check-out controls to avoid concurrent write into the same version of the document.
	All the view,modification, download, check-out actions etc. will be recorded in the access logs.
Document Searching	Allow to search and view the documents by names, knowledge classifications, key words or full-text;
	Allow to search and track documents of different formats including word, excel, ppt, pdf., etc.
Document Flow	Support user-defined document forms and allows the current user to fill in and submit documents of different types for approval.
Full-text Search Dictionary	Support user-defined full-text search rule.
Knowledge Classification Mgmt	
Knowledge Classification	Allow the user to self-define knowledge classifications.
Document Searching	Allow the linkage of each document to multiple knowledge areas and provides a knowledge-based search facility.
Deliverable Searching	Allow the linkage of each deliverable to multiple knowledge areas and provides a powerful knowledge-based search facility.

Configurations and Integration Mgmt. (SVN/CVS)	
Configurations and Integration Mgmt.	Built-in function to integrate with SVN/CVS for instant usage.

Risk & Issue Mgmt	
Risk Management	
Existing Risk Analysis	Support the identification of existing risks and the analysis of the confidence level of them before the project start.
Risk Mgmt.	The system allows project team members identify, assess, prioritize and record risks and the formulate actions for managing them. The system also records the probability and influence before and after the action to ensure the effectiveness of the actions.
Risk Detection and Reminding	Auto detection of project resource risks, schedule risks, cost risks and management risks and provides extrapolative forecasts to warn people on the systemic risks.
Issue Mgmt	
Issue Recording	Allow to record issue for different levels and objects, such as deliverable, activity, sub-project and project.
Issue Linkage	Allow an issue to be associated with a risk and its resolution actions associated with change requests.
Change Tracking	The system will track the impact changes of the issue.
Actions Tracking	The system will track the actions to solve the issue.
Issue Map & Warnings	Provide an real-time issue map for the monitoring and visibility purposes and a automatic alert function for the actions associated with issues.

Re-forecast &Investment Attention	
Re-forecasting Mgmt.	
Schedule Re-forecasting	8thManage supports schedule re-forecasting based on Schedule Performance Index (SPI), present date and mandatory dependencies.
Resources(Efforts) Re-forecasting	Allow to re-forecast the resources(efforts) according to the re-forecasted schedule and the extra resources requests.
Cost Re-forecasting	Allow to re-forecast the cost budget according to the actual cost (AC) and the bottom-up budget cost.
Investment Attention	
Bubble	Present multi-dimensional view of projects in the form of bubbles, supporting analysis of projects, project requests pending approval, project requests and projects. Users can set the indicators represented by the horizontal axis, vertical axis, bubble size and bubble color. The main indicators include project type, priority, expected return on investment and risk (percentage of confidence in overcoming risk).
Rank	Support to view performance scoring for each project, including system scores calculated by the system based on the set project traffic light scores, as well as scores manually filled in by management.
Bill of Material Mgmt	
Bill of Material	Allow to record bills of material for projects.
Inventory Request	Allow to submit inventory requests generated from bills of material for approval.
Inventory Return	Allow to return materials to inventory.
Purchase Order	Allow to generate a purchase order from a bill of material.
Project Close	
Project Close	Support to complete and close the project in the system.
Deliverable Documents Mgmt.	Allow to move all the attachments of the deliverables into specific project folders in the project library.
Resources Release	Allow to release all the requested resources after closing the project.
Project Documents Mgmt.	Allow to move all the project documents into the project library for better managing and archiving.
Scrum Project Mgmt	
Requirement & Story Point	Allow to handle ideas and requirements on the story book page, which includes recording responsible person and number of story points.
Sprint & Activity	Allow to record sprints and related activities and to add cover pictures for each activity.
Meeting	Allow to record meetings including planning, daily and retrospective meetings.
Progress Monitoring	Allow to check and update sprint progress by dragging activities from one status column to another.
Burn Down Chart	Allow to check three types of burn down charts.
Acceptance	Allow to check acceptance of activities, requirements and sprints.

8 can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

CRM : Corporate Client CRM and Consumer CRM

Service : Service Management

SRM : Supplier Management, e-Procurement and e-Tender

PPM : Project and Portfolio Management

New Way : Visual Agile and Lean

Timesheet : Resource Time and Cost Management

EDMS : Electronic Document Management System

OA : Office Automation

HCM : Human Capital Management

All-in-one : Enterprise Full Automation