



<http://www.bigwavesoftware.com>

<http://www.rolloutexpert.com>

*How a multi-billion dollar retailer  
now expertly tracks new site openings  
after giving Microsoft Project Server the boot.*

Is your company a multi-site company? If you must deal with **hundreds or thousands of geographically distributed locations**, there is a project monitoring and control tool that is ideal for how you do business. We call it BigWave, and we invite you to read this short paper to gain an understanding of how BigWave is a perfect fit to monitor the rollout activities for multi-site companies.

Nothing highlights our product better than to show you how our customers use it, so let us begin with the story of a real life BigWave customer.

Fresenius Medical is the largest operator of kidney dialysis centers in the world. They own and operate approximately 2,000 centers and open 30 new facilities per month. Monitoring and opening all of these sites on time was a tremendous challenge.

To monitor the process the company had been struggling to implement a workable **Microsoft Project Server** installation for over a year. After thousands of man-hours of labor, they abandoned customizing MS Project Server in favor of a **simple and standard BigWave** installation that **keeps the hot issues of the day constantly at the forefront** and now better ensures facilities are opened on time.

BigWave is the solution that helps your company with its rollout challenges. It is the only commercially available solution on the market today that effectively fits the special requirements presented by rollouts or multi-site projects.

Allow us to provide a brief overview of different project management software applications available on the market today, and how there is a better way to run a special class of projects, **multi-site projects**. These are the projects you encounter every day, and if your company owns or operates hundreds of locations, then you will find BigWave a very compelling solution to your specific needs.

## Typical Projects vs. Multi-site Projects

There are many web-based project management applications available today. Each takes the classic approach encompassed by Microsoft Project, web-enabled this functionality, and added a few bells and whistles.

All of these applications are great solutions for typical projects such as:

- Building a home
- Designing a new car
- Writing a new software program
- Building a data center

etc... Fundamentally typical projects have an end goal that results in something being created.

*What if the end goal is to replicate a process to dozens or hundreds of geographically distributed locations within a short period of time?*

**This is called a “multi-site” project (aka rollouts or deployments).** Examples of these projects are:

- Managing the opening of dozens of new locations per month
- Installing new point-of-sale equipment to 100 locations per week
- Building 10 new cell phone tower installations per month

etc...

**If your company operates many geographically distributed locations, then you are faced with multi-site projects every day.**

## BigWave solves the Multi-site dilemma

None of the traditional “Microsoft Project on the web” project management applications effectively address the special needs of multi-site projects. They are unable to give clear views at the macro level across all of the different sites that have active tasks being worked. **BigWave has created the premier tool to effectively organize and execute multi-site projects.**

BigWave accomplishes this by smartly organizing multi-site projects. Canned reports give instant and accurate feedback on overall project status as well as individual site status.

Each site in the rollout:

- Has a status (customizable for each multi-site project)
- Contains a standard project plan (expandable per individual site needs)
- Assigns resources for different activities in the plan
- Captures all documentation
- Describes what happened with discussion threads
- Sends email alerts when significant events occur
- Captures all pricing / billing information
- Stores custom field values (if you can store it in Excel, you can store it in BigWave)
- Audits all data entry
- And much more!

**Contact BigWave Sales  
at 888-906-WAVE  
to obtain more information  
on BigWave's  
innovative solution.**

## Case Studies

Nothing speaks more to the abilities and functionality of BigWave than some real live case studies from actual BigWave customers. We have included a cross-section of different scenarios where BigWave is the most compelling choice for running multi-site projects.



### *Replace manual process to deploy technology to dialysis centers*

Fresenius owns and operates approximately 2,000 dialysis centers around the world. To deploy internally developed technologies for their facilities, Fresenius employed a manual process that relied heavily upon spreadsheets.

Realizing their multi-site projects needed something more than what spreadsheets could provide, they decided to evaluate several web-based project management applications. They turned to **Gartner Research** to help them find an appropriate vendor to help solve their problems. Gartner supplied several vendors, and Fresenius subsequently evaluated BigWave, daptiv (formerly eProjects), @Task, Innotas, VCS *VPMI Enterprise*, Planview Enterprise, Cerena, and Computer Associates *Clarity*.

After a 10 week evaluation process, BigWave was the clear winner due to the focus on its multi-site management and reporting capabilities. Fresenius replaced their manual process with a BigWave installation that organizes, monitors, and coordinates the progress of multiple technology deployments at the same time. Today BigWave continues to focus on adding relevant features that even better address the challenges faced by multi-site projects.



*Find a better solution than MS Project Server for new site openings*

Fresenius opens approximately 30 new locations per month. Having long abandoned a manual approach, the company had been struggling to implement a workable Microsoft Project Server installation in place for over a year. After thousands of man-hours of labor, they abandoned customizing MS Project Server in favor of a standard and simple BigWave installation that keeps the hot issues of the day constantly at the forefront to ensure facilities are opened on time.



*Upgrade 1,400+ stores with new IBM Point-of-Sale equipment*

In May 2007 Starbucks needed point-of-sales upgrades at over 1,400 stores. Fujitsu was awarded the contract to manage the process partly due to their ability to share project information online through BigWave.

Each site underwent a 7 step process:

1. IBM equipment shipped to store
2. Technician scheduled for install
3. On install day technician tears down old equipment and installs new equipment
4. Old equipment packaged for delivery to a disposal facility
5. Old equipment shipped
6. Old equipment disposed in an environmentally safe manner
7. Invoice sent for site

Four separate companies (Starbucks, Fujitsu, ICAT Logistics, FMI recycling) utilized the BigWave project portal to keep on top of all issues for the active sites in the installation pipeline. BigWave improved communication flow and kept all project information available to the entire team. The project was completed in four months on time and under budget.



### *Upgrade 5,000+ stores with new Point-of-Sale equipment*

Fujitsu leverages BigWave as the communications backbone to fulfill a contract with Hallmark. From 2004 – 2009 every Hallmark store is undergoing a point-of-sale (POS) refresh. To keep the operations running smoothly the entire project team across both companies has the exact information available at the time it is needed.



### *Replace manual processes with a web based tool to run operations*

Technisource is one of the nation's premier providers of information technology and engineering services. Like most companies that do multi-site projects, theirs were run on spreadsheets. Major problems they had were billing for all work performed, accountability and documentation for invoices sent, and visibility of project information during project execution to all parties involved in the project.

Technisource turned to BigWave in early 2006 to resolve these issues. Today Technisource runs all of their multi-site projects through the tool. The result is accurate billing, easily accessible information to verify invoices, and instant access to relevant project information. No longer is all the data tied up in "the spreadsheet" or the PM's mind.



### *Use a web based tool for data storage and foster communication*

Family Dollar was looking for a reliable vendor to help with site survey, equipment refresh, and POS and back office equipment break /fix repair across all their stores. Part of the criteria was access to a web-based project portal tool to post all scheduling and project data for ongoing work. Agilysys picked BigWave as their platform and has been successfully servicing the Family Dollar account using the BigWave portal since 2004.