



Project Remedies Inc.

Services and
Technology Solutions

Eliminating the Dev / Ops Problem

- Tracking and Managing the Software Delivery Process
- Capturing Cost, Schedule and Performance Metrics
- Using One System for All of IT

Project Remedies' Services and Technology Together Provide for the Rapid Implementation of the Processes and Technology Needed to Meet Your Goals

"Project Remedies' team dove in and quickly understood the multiple levels of the issues we were dealing with. Their experience across both government and commercial organizations really helped us. Their realistic approach saved us a lot of time and money. Their continuing feedback was great and their emphasis on "finishing the project" was a refreshing change from what we are used to."

"After meeting with us, the workers, to understand the details and preparing their report, they flew in to meet with us to review the report before they presented it to our management. We really appreciated that. And their report was great. It was a roadmap of what needed to be done. We told them that if they could help us get the funding, this is what we wanted to do."

"All of Stan's people seem to have the "process gene." Rather than think about individual projects, they think in terms of common repeatable processes, and help us define them at a level that management can quickly understand. In the previous year, we had done the same type of project 11 times and never thought about it in terms of a repeatable process which it obviously was."

"Our organization is really spread out and we really struggled with how to train everyone on the process. Heaven forbid we wanted to tweak it later. Project Remedies approach eliminated the need. APM Plus is an elegant solution to the problem."

Using One System for All of IT: Eliminating the Dev/Ops Problem.

If you have attended any conference recently discussing Dev/Ops, i.e. improving communication and collaboration between developers and other IT professionals, and automating the process for software delivery to speed it up, you have heard that the best way to accomplish these goals is to use one system for both Development and Operations.

Now, by adding Project Remedies' Remedy-based process and life-cycle management system, ActionProgram Manager Plus (APM Plus), to your existing Remedy IT Service Management suite implementation, an IT organization can use one system, the Remedy system, for both IT Operations and Development. With APM Plus, processes within and between these organizations can be operationalized, and the performance metrics can be captured. This eliminates the Dev/Ops problem while solving other problems at the same time. 16 other use-cases have been identified for APM Plus, including automating request fulfillment, managing the complete acquisition process, and managing cyber remediation processes. Defining, practicing and measuring will speed up each process. Our services support these efforts.

Many IT organizations use the Remedy IT Service Management Suite for Operations, and an application like MS Project or Jira for Development. While both are good tools for their intended purposes, the inherent segregation of effort builds fences limiting situational awareness and hampering collaboration, and neither tool can be used for automating processes like the software development process or the software delivery process. Neither is a "process" application.

With APM Plus added to the Remedy IT Service Management Suite (they both run on the same environment), both Operations and Development can use one system, the same system, reinforcing common understanding, bolstering collaboration and communication, eliminating the Dev/Ops conundrum and optimizing efficiency. APM Plus can be used for both Development and Operations processes and projects, whether agile or waterfall, as well as those for other organizations too. This is the easiest, fastest, and least expensive way to implement a Demand Management System that manages all work across an entire IT organization and critically, captures the key performance metrics at every touch-point.

And because processes are stored in templates, the need to train people on the process is eliminated. They just have to work the tasks assigned, and if they want to see the process, they just click on the Gantt chart button. For large organizations spread around the globe, this eliminates a major problem.

Whether you are in Development, Operations, or overseeing both, we often find ourselves seemingly over tasked and under resourced. APM Plus seamlessly shines a light on processes, tasks, and resources, and offers perspective and insights often unavailable in enterprise-level organizations.



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ActionProgram Manager Plus:

- Operationalizes Common Repeatable Processes
- Supports ITIL processes
- Eliminates the Need to Train Everyone on Each Process
- Improves Resource Utilization
- Captures Performance Metrics: Duration and Time Spent
- Captures Cost
- Eliminates Silos
- Improves Tempo
- Improves Service Levels, Reducing Frustration and Cost
- Improves Sr. Leadership Visibility
- Implements Discipline

Project Remedies Inc. is a 24 year old Veteran Owned Small Business and has been in the Remedy community since starting in business. Project Remedies is both a services and technology company. We do three things:

- Assessments and Transformation Projects.
- Place senior project managers, process consultants and Remedy consultants on contracts.
- Market our ActionProgram Manager Plus, our Remedy-based process and life cycle management system.

Our combination of experienced consultants and Remedy-based technology are uniquely focused to support our clients' goals. Project Remedies is the low cost provider.

Project Remedies is a BMC Software partner in BMC Software's Technology Alliance Partner program.

Please call our President, Stan Feinstein, at 310-230-1722 to discuss your situation.

"APM Plus is the only project management system that I've ever seen work. Every other one requires that everyone in the organization understand everything about project management up front, and they just can't."

"Project Remedies helped us define and operationalize all of our processes. APM Plus was so easy to use, we never actually had anyone in the project manager role. Our weekly meeting went from 3 hours of complaining to 30 minutes to actually discussing what had been done and what needed to be done. It added discipline to our undisciplined herd and completely changed the culture of our organization. We couldn't have done it without it."

"APM Plus made it easy for management and everyone else to see the status of any acquisition at any time."

"When we combined our existing Remedy implementation with PRI's ActionProgram Manager Plus, we got the resource information and the cost information we needed to run our business."



TAP Premier Partner

