



## Executive Summary

Please take a moment to visit our recently launched website 2.0 at [www.digitalcelerity.com](http://www.digitalcelerity.com) for an executive overview of our Clarity PPM expert services and solutions. The overview provided herein includes a few customer testimonials, client reference contacts and brief sample project summaries.

**Digital Celerity** offers expert services including PPM, Governance and PMO process consulting, Clarity PPM development (onsite-offsite-offshore-nearshore), ERP/CRM/Remedy Integration solutions, add-ons, new module implementations/expert services and version upgrades, integration, Clarity super-user PMs for contract staffing, training & training tools, mentoring, and knowledge-share programs/course offerings along with numerous improvements including CA Service Management (ITSM) offerings. Among the many services we offer are:

- **Clarity PPM Training Services, Tools, and Solutions** – we offer a full range of Instructor led and Computer Based Training in Clarity PPM; Open Workbench; Microsoft Project, Clarity Project and Resource Management, Clarity Financial Analysis and overall Project and Portfolio Management practices. Our team is experienced in both MS Project and Open Workbench and has assisted many organizations make the transition to OWB.
- **Clarity Support Services On-Demand** – Digital Celerity offers a wide range of day-to-day Clarity support services for our valued clients, including end-user SLA level support, configuration, security, trouble-shooting, and more. Among the related low-cost (onshore/offshore) services we offer are:
  - Level One End User Support – Includes password resets; resource and skills inventory maintenance; security matrix maintenance; process and jobs monitoring
  - Level Two Support – Includes establishing and maintaining groups and OBS structures; alteration of existing look up tables; maintenance of rate matrices and other financial tables; follow up of support tickets with CA on your behalf
  - Level Three Support – Includes problem through trend analysis, root cause analysis and causal resolution; data cleansing; implementation of custom attributes; changes to existing portlets; updating of system documentation and operating procedures.
  - Clarity Expert Services – Optional Clarity PPM expert consultation.
- **Clarity Reports/Portlets Development, Executive Dashboards, Training and Ad-Hoc Reporting/Universes** – Digital Celerity collaborates with our clients to develop and install a variety of reports, portlets, and executive dashboards which draw actionable data from Clarity PPM, based on the specific needs of our clients. We create and enhance reports in Actuate, Crystal Reports/Business Objects and a variety of other reporting tools. Additionally, Digital Celerity provides expert reports/portlets training, and ad-hoc reporting Business Objects Universe and Dashboard development.





- **Clarity Expert Consulting and Upgrade Assure** -- Digital Celerity's CA Clarity PPM Expert Services are based on over a decade of real world experience of our consultants in providing best practice Clarity implementation, integration and training solutions. We call this the "Celerity Assure®" method - "Celerity" meaning speed of solutioning and "Assure" meaning fully risk mitigated and highly reliable.

This methodology results from real world experience upgrading Clarity in many different client environments and accommodating numerous priorities. It represents a body of lessons learned over the many years of experience of our expert consultants, and is highly scalable and dynamic approach to assure our valued client's collective success.

- **PMO Expert Services Consulting** - Your Project Management Office (PMO) is the department or group that defines and maintains the standards of process, related to project management, within your organization. Your PMO strives to standardize and introduce economies of repetition, and best practices in the execution of projects. Your PMO office is also the source of documentation, guidance and metrics on the practice of project management and execution. *Digital Celerity's PMO Expert Services* ensure your Project Management Office (PMO) successfully implements process improvements and ensures development teams finish projects on time and on budget through the use of established best practices, while at the same time ensuring the finished project or product meet stakeholder requirements. We recognize your PMO is the first step towards improving: Project, program and portfolio management best practices, Time-to-market acceleration, Quality of your initiatives in a cost-effective manner. *Digital Celerity's PMO Expert Services help* to enable the alignment of IT with the business, running like an efficient business itself, supported by a well functioning PMO.
- **Clarity PPM Road-Mapping, Gap Analysis and Opportunity Assessments** – Digital Celerity's Clarity expert services consultants guide your company on the optimal path to PPM excellence, leveraging industry leading tools, and templates and the most extensive Clarity lessons learned knowledge-base, and expertise available anywhere. Rapidly assessing your as-is Clarity PPM system via advanced workshops, and discovery tools, effectively exposing gaps, uncovering key performance and governance objectives, and essential PPM maturity (based on Gartner's PPM Maturity Model) and change management factors. Digital Celerity's best practices and processes ensure your internal resources are fully enabled, and your executives are empowered to make their very best PPM decisions.
- **Project Manager Staffing** – Digital Celerity offers a single source for exceptional Project Managers disciplined in best practices, enabled with exclusive training and certification in Clarity PPM scheduling with Microsoft Project, or Open Workbench ("Clarity Super-User PMs"). Our Top-Gun Project Managers are available on-demand to meet all of your contract, and contract-to-hire intellectual asset need. PM Staffing from Digital Celerity ensures your projects are run with best practice resource, and task scheduling, and financial and performance analysis. PM Staffing with Digital Celerity is an excellent catalyst for project metrics capture, and Clarity PPM adoption and change management.

