



Past Performance

This document outlines our company's past performance, demonstrating our experience and capabilities in delivering successful projects.

Project Name	Duration	Cost	Outcome
Oracle Fusion Implementation – GF	18 Months	\$9,000,000.00	Delivered on time and within the \$9M budget, aligning with business goals and boosting operational efficiency.
Port Control – CSB Porting	10 Months	\$500,000.00	Completed with minimal disruption, full compliance, and enhanced operational stability.
Unified Customer Engagement – Cisco Phone Solution for TTEC	20 Weeks	\$370,000.00	Improved workflow efficiency and customer satisfaction, with successful training and vendor coordination.
ServiceNow CRM Implementation	15 Months	\$3,600,000.00	Streamlined service operations and improved customer experience; delivered within the \$3.6M budget.
Unified Customer Engagement – TTEC SOW Q&A Support	9 months	\$750,000.00	Improved alignment between business needs and vendor deliverables, ensuring smooth project setup.
FSM-Home UAT & Rollout / FSM-Network Updates	Multi-phase	\$350,000.00	Enabled successful rollouts with reduced defects and better user experience.
Sitetracker Integration Project	Multi-phase	\$1,950,000.00	Achieved successful implementation despite technical complexities; improved cross-system functionality.
ServiceNow – FSM Network Project	3 month	\$450,000.00	Helped streamline workflows and supported ongoing improvements in service delivery.
TIZF Inc – Nonprofit Organizational Optimization	Organizational Initiative	\$150,000.00	Increased project efficiency by 20% through better collaboration and reduced redundancy.

