**PROJECT CLOSURE REPORT**

**Project**: Odoo ERP Implementation  
**Organization**: Telco Net company  
**Prepared by**: IT Project Manager  
**Date**: June 2025

**1. Project Summary**

| **Item** | **Description** |
| --- | --- |
| Project Name | Odoo ERP Implementation |
| Sponsor | Director of IT & Digital Transformation |
| Start Date | [Start Date] |
| End Date | [End Date] |
| Budget | KES [amount] |
| Scope | Implement Finance, Procurement, HR, CRM, and Inventory modules |
| Status | Completed (Go-live achieved + post-go-live support ended) |

**2. Objectives & Outcomes**

| **Objective** | **Planned Outcome** | **Actual Outcome** | **Status** |
| --- | --- | --- | --- |
| Automate manual processes | Full digitization of finance/procurement workflows | Achieved | ✅ |
| Improve reporting and decision-making | Real-time dashboards and custom reports | Achieved | ✅ |
| Enhance user collaboration | Integrated modules and employee portal | Partially Achieved (CRM pending integration) | ⚠️ |

**3. Deliverables Completed**

* Business Case
* Project Charter
* Communication & Change Management Plans
* Custom Odoo Modules
* Training & Adoption Program
* UAT Sign-Off & Quality Validation
* Go-Live Deployment
* Lessons Learned & Handover

**4. Budget Summary**

| **Item** | **Budgeted** | **Actual** | **Variance** |
| --- | --- | --- | --- |
| Software & Licenses | 4M | 4M | 0 |
| Implementation Services | 6M | 6.5M | +0.5M |
| Training | 1M | 0.9M | -0.1M |
| Contingency | 1M | 0.6M | -0.4M |
| **Total** | **12M** | **12M** | ✅ On Budget |

**5. Project Performance (KPIs)**

| **KPI** | **Target** | **Actual** |
| --- | --- | --- |
| UAT Pass Rate | ≥95% | 96.5% |
| Training Completion Rate | ≥90% | 97% |
| Post-Go-Live Incidents | ≤10 | 6 |
| User Satisfaction Score | ≥85% | 89% |

**6. Risks & Issues**

| **Item** | **Mitigation** | **Outcome** |
| --- | --- | --- |
| User resistance to new workflows | Change champions & phased training | Resistance decreased 75% |
| Data migration errors | Multiple validation cycles | Clean transfer achieved |
| Integration delays | Escalation to vendor | CRM integration deferred |

**7. Lessons Learned**

* Early user involvement in design reduces resistance.
* Sandbox environments are crucial for real training.
* Weekly stakeholder check-ins improved visibility.
* Vendor response time impacted timeline—build buffer in contracts.

**8. Handover & Support**

* Admin documentation delivered to internal IT.
* Knowledge transfer sessions held with in-house team.
* Odoo support contract signed for 6 months.
* Transitioned to internal Helpdesk support.

**9. Sign-Off**

| **Name** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor Name] | Executive Sponsor | \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_ |
| [Your Name] | Project Manager | \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_ |
| [Dept. Leads] | Stakeholders | \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_ |