| Project name:  | Work package title:       |
|--|---------------------------|
| brillianCRM  | 2.2 Actual State Analysis |
| Work package description:  |                           |
| In order to get a good overview of the actual situation, an actual state analysis is performed. This includes e.g. the |                           |
| customer analysis or the process analysis.   |                           |
|  |                           |
|  |                           |
| Aim of work package:   |                           |
| Overview of the actual state of sales structures and processes.  |                           |
|  |                           |
|  |                           |
|  |                           |
| Predecessor:   | Successor:                |
| Change management  | Customer analysis         |
| Duration:  | Effort in man days (MD):  |
| 42 days  | 264 MD                    |
| Responsible person(s):   |                           |
| Project manager, assistant, 2-5 consultants, 2 IT specialists  |                           |
|  |                           |
| Additional information:  |                           |
|  |                           |