**Lessons #5 (schedule management) keep balance when managing the project schedule**

PM should be fully aware of the workload usage peak and buffer in different phases, and then make a relatively balanced schedule, especially for the local development team or vendors.

In the pilot project for China BHC, the local vendor devoted more than expected overtime workload to implement one customization feature, in order to motive the team to keep on working and finish according to the time schedule , the project team offered an additional contact to pay more in following scheduled pilot rollout phase, to support the end user before the call center is fully ready, apparently this is much easier work than the development before. Through this BHC has built better relation and reputation among cloud vendors and fitted the schedule accordingly since more resources were involved by the new contact.

**Lesson #6 (cost and time management) Shorten the implementation time for cloud solution**

Selecting cloud solution costs BHC a lot since the license fee will be charged annually, however how does the project team make their boss feel worthy and actually saving the finance in big picture? The answer would be shorten the project time with high quality delivery.

One of the advantages of mutual CRM cloud solution is that it can be implemented quickly in a “plug-and-play” style to reduce the project timeline. On the other hand, the key future requirements collected by project team from workshop will propose to the cloud product vendor firstly as new service feature, once the feature is accepted, it will be free released in next version after 4 month, which will save a lot of project budget and time in current project phase.