Project Closure Report

Customer Support System Transformation

Organization: Walmart
Framework: Traditional / Waterfall
Project Sponsor: VP, Customer Experience
Project Manager: Asvin Pradeep

---

1. Purpose of Project Closure

This report formally documents the **completion and closure** of the Customer Support System Transformation project. It confirms that project objectives have been met, deliverables accepted, and ownership transitioned to operations.

---

2. Project Overview (Summary)

The project aimed to modernize customer-facing support systems for returns, refunds, and complaints by migrating to a single unified platform. The initiative focused on improving resolution times, operational efficiency, and reporting visibility while ensuring minimal disruption to ongoing support operations.

---

3. Objectives & Outcomes

Objective	Outcome
Reduce customer issue resolution time	Achieved
Improve agent productivity	Achieved
Consolidate legacy systems	Achieved

Improve reporting & visibility	Achieved
Enable scalable support operations	Achieved

All primary objectives defined in the Project Charter were met.

---

4. Scope Completion Status

Scope Area	Status
Platform configuration	Completed
System integrations	Completed
Data migration	Completed
User acceptance testing	Completed
Training & change enablement	Completed
Go-live & stabilization	Completed

No in-scope deliverables remain open at project closure.

---

5. Schedule & Cost Performance Summary

Schedule

- Minor delays occurred during configuration and UAT phases

- Delays were absorbed using schedule buffers

- No critical milestones were missed

Final Schedule Status: On track (no re-baselining)

Cost

- Approved budget: **USD 4.565M**

- Forecasted actual cost: **USD 4.31M**

- Project completed **under budget**

Final Cost Status: Green

---

6. Quality & Acceptance

- All acceptance criteria were met

- No critical defects remained open at go-live

- Business owners provided formal UAT sign-off

- System stability confirmed during post–go-live stabilization

---

7. Risk & Issue Closure

- All identified high and medium risks were mitigated or closed

- All logged issues were resolved and verified

- No unresolved risks transferred to operations

8. Benefits Transition & Ownership

Benefit realization ownership has been formally transitioned to the **Customer Experience Operations team**. Benefits will continue to be tracked post-project as outlined in the Benefits Realization Report.

9. Knowledge Transfer & Handover

- Operational documentation handed over to support teams

- System ownership transferred to IT operations

- Support escalation paths confirmed

10. Lessons Learned (Summary)

Key lessons captured include:

- Early stakeholder involvement reduced resistance

- Phased migration minimized operational risk

- Strong change management accelerated adoption

(Detailed lessons are documented separately.)

11. Formal Project Closure Statement

All project objectives have been met, deliverables accepted, and operational ownership transferred. No further project work remains outstanding.

This project is formally **closed** as of **Week 52**.

12. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

Status

Project Status: Closed