Subject: Project Update and Isssues and Concerns and Also Some Requests

Hi Manager,

I hope you are well I wanted to give you update about the CRM implementation project which we was suppose to go live last week but it didnt happen because of many issues. The main issue was related with the data migration which was not complete at the time of deployment and also some configurations which was supposed to be finished before deployment was not finish and that caused more problems. I already informed the team about these issues but the same issues still keeps coming again and again and again. The testing team also they have raised many bugs and many of those bugs are still open and not fixed and again the client has been following up since long time regarding the status update and yesterday again they asked me the same update which I already gave earlier but they keep asking and I don't know what to tell them more.

Another point is regarding the training document which I had asked the team to complete before last Friday but it was not completed and again I had to remind them twice on Monday and Tuesday. Till now it is half done and they are telling that it will take more 3 to 4 days. The client is already frustrated and they are saying that without proper training document they cannot do the UAT smoothly and again I agree with them because training document is important but the team is delaying and not showing urgency and I have told them but no change in their attitude.

Also one more thing is about the dry run session which was supposed to happen last Friday but it was cancelled because the environment was not ready and again we tried on Monday but again the same problem and now they are telling we will try again this Friday, but I am not sure if that will happen or not. This is becoming a endless cycle.

Finally, I want to request if possible, can we please arrange for better laptops and also internet speed because many team members are saying their laptop hangs during deployment and internet is slow and because of that the deployment takes more time, and they lose patience. These issues also affecting timelines and productivity.

So to conclude I just want to say that many issues are pending and many things are not resolved and client is asking daily for updates and I am not sure what to tell them anymore. We need to somehow fix this otherwise the project will get more delayed and the client will be more unhappy and I don't want that.

Thanks, and regards,
Ravi