

## Performance Portfolio - Services

### PROJECTMANAGEMENT

If you see the use of the application as a project, we offer you our project managers to support you. Our experienced project managers coordinate your app project and accompany you throughout your project.

#### Included services

- Project manager from the support team as a direct contact
- Project advice regarding to
  - Use of functions – Best Practice
  - Structure set-up of menu, dashboard & content
  - Implementation of specific use cases
- Project management in form of status updates and appointment coordination
- Appointment handling in form of communication of deadlines
- Participation in project, update calls & remote meetings
- Coordination of content integration & participant imports

#### Not included services

- Integration of content – but can be controlled by the project manager
- Import of participants – but can be controlled by the project manager
- Services that are covered by content integration
- Adaptation of graphics to correct formats
- Adaptation & revision of incorrect files
- Translation of existing content

### How is your project scheduled

The project manager is the permanent contact person for the duration of your project, which begins with the commissioning and ends two weeks after project date. Absences of the project manager will be communicated in advance. If the project manager is absent for a longer period, an alternative contact person will be onboarded.

#### Initiation

When project management is commissioned, you will be assigned a project manager who will discuss the framework conditions, the project goals, the implementation period and the relevant milestones with you. During the initiation, there is also advice on your use cases and best practice implementations.

#### Planning

The initiation is accompanied by the concrete implementation planning of your project in the form of the definition of milestones, possible imports and content integrations. You will also be advised on the use of functions and implementation options based on the technical possibilities.

#### Implementation

During the implementation phase, the project manager supports you in reaching the milestones and the successful realization of your project. If you have booked content integration via plazz, the project manager controls the deadlines for the delivery of content and the implementation of the content integration. In addition, he participates in status calls with you and informs you about the current status of your project.

### Conclusion

After project conclusion, your project manager will potentially be available for two more weeks to debrief and evaluate your project.

### Tips & recommendations

- Work with your project manager to create a structured project plan for working on the app project
- Collaboratively define deadlines, status updates, and appointments
- Clarify internal deadlines early and communicate
- Involve potential stakeholders, e.g. legal department, in your project at an early stage

### Service hours

- Support operating hours: Monday - Friday | 09 - 17 h CET/CEST | German & English
- Saturdays, Sundays and public holidays: no service
- Extended service hours: on request
- Availability of the [24/7 Knowledge-Base](#)
- [Tutorial Videos](#)
- Ticket system for admins – [service@polario.app](mailto:service@polario.app)
- Ticket system for app users – [support@polario.app](mailto:support@polario.app)

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