

Project Note

Project manager for Internet security software development

“Internet Security” is a software that offers the customer comprehensive protection. Swisscom developed a client solution together with a renowned security partner while Zühlke acted as project manager.

Task

Swisscom was adding Internet Security to the DSL services in order to fill a gap in the Internet security range. Zühlke acted as on-site project manager, leading a multidisciplinary team that worked closely with external partners.

The project included IT adjustments for all ordering, registering and billing processes, the integration of services on the Internet site and the adaptation of the client to the corporate identity of Swisscom in collaboration with the partner company. The project team optimised all processes and sequences for ordering and for installing Internet security to ensure user friendliness. Internet customers of Swisscom were able to order and download the software from Swisscom. The new service replaced the legacy solution.

Implementation

The Zühlke project manager abided efficiently by the customer’s development process in his handling of the project. The project team and product management met regularly to plan actions, distribute work packets and constantly monitor project progress.

The software project was carried out as specified (deadline, budget, quality) despite enormous time pressure, extensive coordination with parallel projects and resource bottlenecks. Swisscom began successfully selling the new Internet Security service following the smooth market launch of this product.



Customer benefits

- The customer profited from the project management experience the Zühlke project manager brought into the project.
- Communication within the project team and within the steering committee was facilitated by a systematic approach based on a tried-and-tested development process.
- The project manager responded immediately to correct any deviations from the stated objections by taking a proactive approach to project controlling.

Technical Data

Development process:
Swisscom internal
Product development process

Technologies:
html
xml
Application for
Windows

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