

4) Maintenance routine

Why do we do it?

To maintain our current clients, even after going live with projects and/or having SLA. It's also an important step in getting the business moving in a manageable pace, so that Project Managers don't get too much to do.

How do we do it?

All the projects are being monitored through the file "[1A Projects \(Confidential\)](#)", located in Teams. Projects with a complexity rate of 0 or 1, shall be handed over from the responsible Project Manager to the Support Project Manager, through the PM Team Leader.

A project can still, however, have a higher complexity rate than 0 or 1, after the project is assessed as complete according to what has been agreed with the client. The PM responsible for the client is the one who will have to make the assessment as to whether the client might be able to provide more tasks for Awave (more tasks=more hours=higher complexity rate).

Security

Remember that maintenance includes continuous testing of security for those clients where Awave has agreed to maintain a level of service. This is done by using the [final testing/acceptance test template](#), the tab for "Security".

Who's responsible for the different steps in the routine?

1. The **Project Manager (PM)** is responsible for contacting the client within 3 months of the completion of a project, to try to achieve upsales with the client, based on their needs.
The PM needs to ensure they've understood their client and their needs, to be able to proactively suggest any business that Awave can provide. If the client still is satisfied with what they've already received, and the complexity rate does not rise above 1, the PM shall notify the Controller /Project Administrator at the first PM meeting of every month.
2. The **Controller/Project Administrator** is responsible for collecting all the new current clients monthly, with a complexity rate of 0 or 1, and inform the PM Team Leader of these.
3. The **PM Team Leader** analyses the new current clients with a complexity rate of 0 or 1, and informs the Support Project Manager of these.
4. The **Support Project Manager** is henceforth responsible for the current clients with a complexity rate of 0 or 1, until further notice.
5. Twice a year (in February and in October), the PM Team Leader and the Support Project Manager goes through the clients with a complexity rate of 0 or 1, and see if any of these clients might be approachable for upsales.
If so, a member of the Sales team should be contacted, and address that client according to the Sales Process.