

# Project Roles

Last Modified on 02/25/2025 10:05 am EST

## Resolver's Project Roles:

| Role                        | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Consultant Lead</b>      | <ul style="list-style-type: none"><li>• Increase efficiencies and act as a primary point of contact.</li><li>• Maintain high customer satisfaction by delivering consistent results, managing the budget, and providing regular communication.</li><li>• Manage the change control process to deliver business objectives.</li><li>• Configure the Application based on expert knowledge of industry and product best practices.</li><li>• Identify gaps and recommend appropriate solutions.</li></ul> |
| <b>Solutions Consultant</b> | <ul style="list-style-type: none"><li>• Configure the Application based on expert knowledge of industry and product best practices.</li><li>• Facilitate client learning and provide training.</li><li>• Identify gaps and recommend appropriate solutions.</li></ul>                                                                                                                                                                                                                                   |
| <b>Solutions Architect</b>  | <ul style="list-style-type: none"><li>• Provide best practices guidance as needed.</li><li>• Provide an overall review of design and configuration based on best practices.</li></ul>                                                                                                                                                                                                                                                                                                                   |
| <b>Project Manager</b>      | <ul style="list-style-type: none"><li>• Increase efficiencies and act as a primary point of contact.</li><li>• Maintains high customer satisfaction by delivering consistent results, managing budget and project schedule, and providing regular communication.</li><li>• Manage the change control process to deliver business objective migration.</li></ul>                                                                                                                                         |

| Role                                   | Responsibility                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Migration and Integration Leads</b> | <ul style="list-style-type: none"> <li>• Work with the Project Manager/Consultant Lead to schedule and prioritize the migration and integration.</li> <li>• Consult migration and integration data mapping based on best practices to meet customer needs.</li> <li>• Lead and execute all migration and tasks unrelated to configuration within the Resolver platform.</li> </ul> |

## Customer Project Roles:

| Role                          | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Project Lead</b>           | <ul style="list-style-type: none"> <li>• Acts as a primary point of contact for the Customer team.</li> <li>• Ensures the Customer team has the necessary resources and support to execute effectively.</li> <li>• Maintain and agree upon an updated project plan with all project activities.</li> <li>• Obtain and provide information, data, decisions, and approvals within a reasonable time as requested by Resolver.</li> <li>• Help resolve project issues and escalate issues within the Customer team.</li> <li>• Work to administer the Project Change Management process.</li> <li>• Take attendance at all project status calls.</li> </ul> |
| <b>Business/Technical SME</b> | <ul style="list-style-type: none"> <li>• Discuss and provide business and functional requirements in workshop sessions with the Resolver team as needed.</li> <li>• Provides feedback, approval, and sign-off as requested.</li> <li>• Provides reasonable and timely assistance as required for Resolver to complete its activities.</li> </ul>                                                                                                                                                                                                                                                                                                          |