# CASE STUDY.

Mosaic - Project Management

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# Mosaic

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## Project Management



# Challenge.

While doing research and analysis, Deallus was using emails to send reports on the research progress to their clients. This approach just occasionally allowed their clients to be a part of the research. Consequently, they wanted to include their clients regularly in related projects and keep them always up to date regarding the research progress.

# Approach.

## :Multi-Tenancy & Project Management

Throughout our investigation of Deallus' way of work, we understood that it would be necessary to develop a project management system that can allow Deallus to have a better stream of communication with their clients. Accordingly, we started developing Mosaic, a data and project management platform. To support the idea of seamless communication between Mosaic users, we additionally integrated features such as a notification center and chat for project members. Furthermore, Mosaic allows Deallus to have complete control over every aspect of project management and client communication.

After signing up, Deallus' staff creates a project throughout the Project Wizard tool. Within that process, they can establish a project overview, project type, expected start/end date, and data
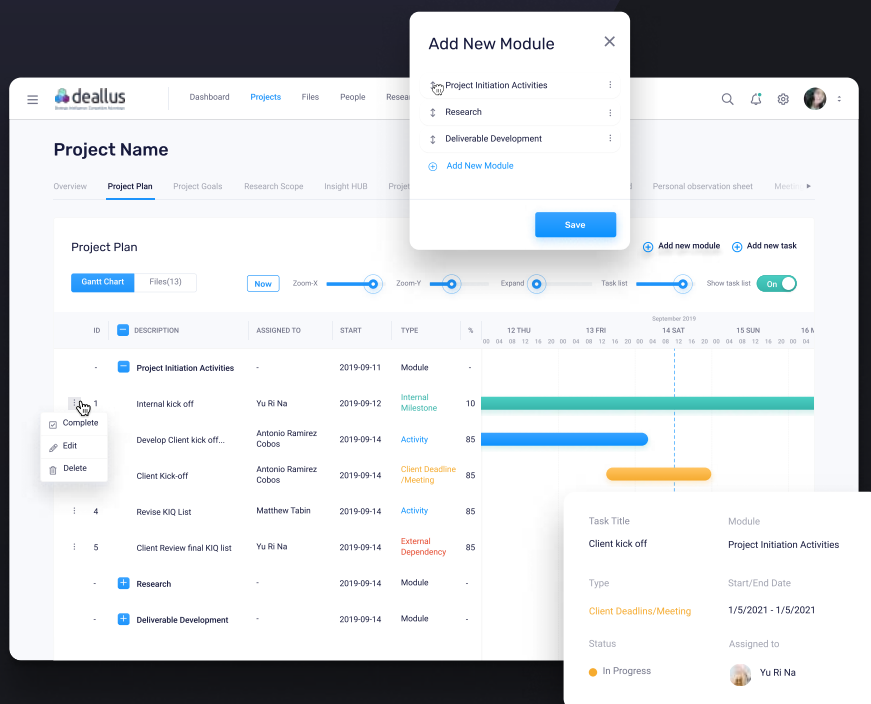
<u>confidentiality implemented as project firewall protection.</u> They can also take <u>internal notes</u> available only to Deallus' staff, and <u>set up different project objectives</u> following the project research.
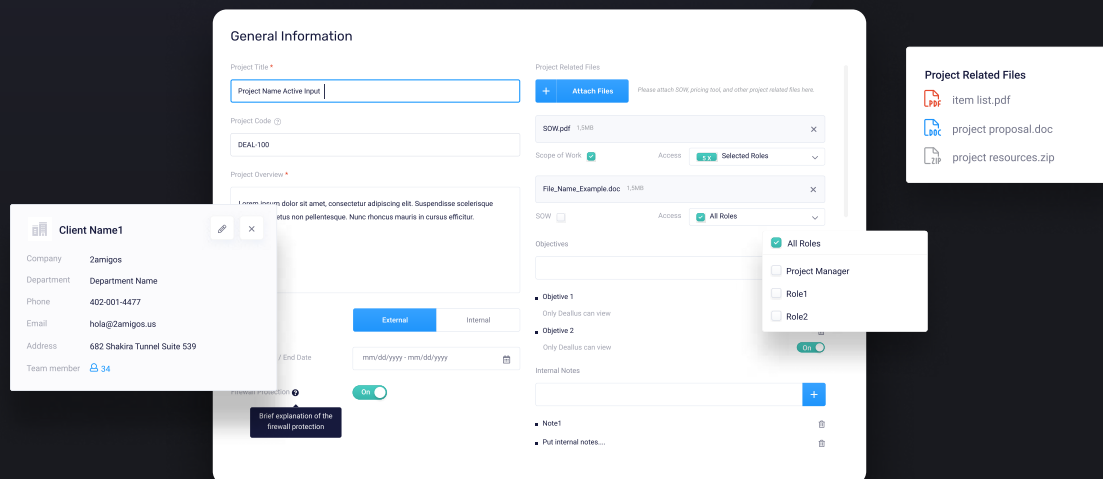


To clarify, Deallus' staff and client users can be a part of different projects. However, it is crucial to distinguish two types of projects that are possible to create:

## Internal

for Deallus' clients that are not demanding participation in the research process. Only Deallus' staff is granted to conduct research within a particular internal project. While researching, they are accordingly providing a report to clients, or as per their request.

## External

for clients that are willing to join and participate in the project with Deallus. They will additionally have direct insight into some of the research results.
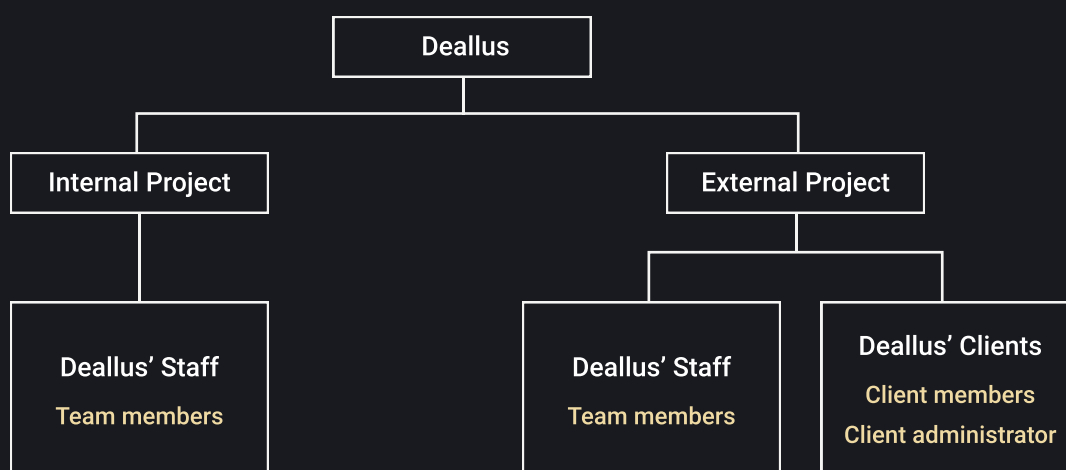
Throughout the Mosaic platform, Deallus can limit external projects by establishing a different set of permissions and rules. That way, their clients and team members can have a personalized information flow and focus on their part of the project. Mosaic's main dashboard allows certain Deallus' staff to see the list of all ongoing projects and general information such as project name, type, code, expected start/end date, firewall protection, etc. Additionally, we have established a functionality that Deallus can change the project type from Internal to External, in case that their clients would have a change of heart and decide to participate in the research project.
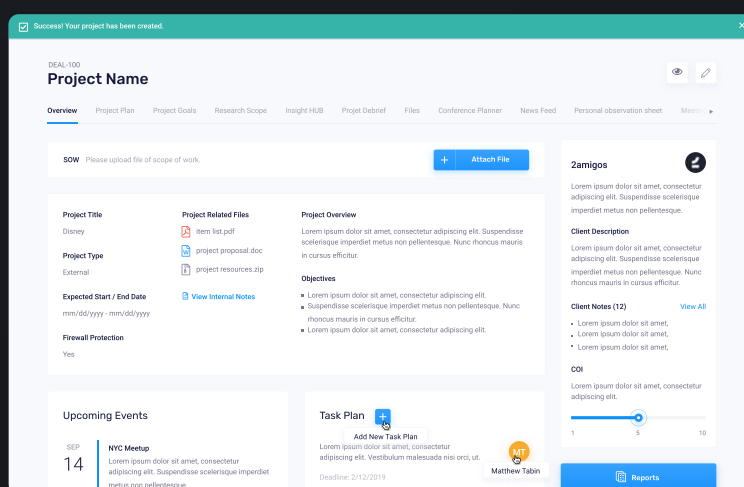


Evidently, by its architecture, Mosaic is a multi-tenant system. Deallus personifies a top-level entity in Mosaic where their registered clients can utilize the platform for project and user management. There are multiple sets of roles within Mosaic. These roles can be in the context of Mosaic, as a management platform, or the project itself. Depending on which project client users are assigned to, together with Deallus' staff they represent project members.
Their roles within that project can change and vary:

| Mosaic roles (Deallus' staff) |
| --- |
| **Deallus**<br><br>• Super Administrator<br>• Administrator<br>• Team Member<br>   (can access the data of only assigned projects)<br>• Manager<br>   (It can only access the data of only assigned projects) |

| Project members (Deallus' staff + Clients) |
| --- |
| **Deallus**<br><br>• Account Lead<br>• Primary Engagement Manager<br>• Secondary Engagement Manager<br>• Project Manager<br>• Team Member<br><br>**Client users**<br><br>• Client Member<br>• Client Administrator |

For Mosaic client users, there is a separate interface with a dashboard related solely to the project. Every client user that is invited by Deallus to participate in the project, can see the following:

- Project Goals
- Research Scope
- Industry News
- Meeting Minutes

- Latest News
- Project Plan
- Deliverables
- Alerts

However, each of these client sections can be granted and revoked by Deallus' staff in order.
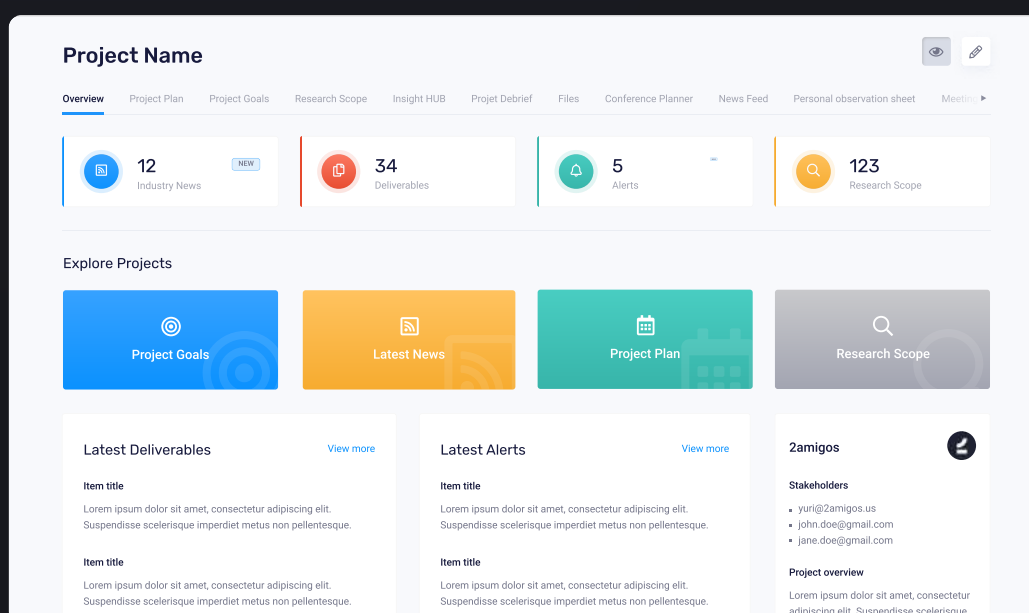


# Outcome.

We went above and beyond to define Deallus' operation processes and cover every possible aspect of interconnectivity between Deallus employees and their clients; between their research and projects. Mosaic established a direct involvement of Deallus' clients in their operation processes. They are consistently engaged in the research progress and development of the project. This way, Mosaic significantly reduced information exchange time; changed asynchronous email reporting into fast information flow; while the stream of communication is effortless.

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