

Challenges in Geographically Dispersed Project Management

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LS Nav

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A world map with a light blue background. Countries are outlined in white. Countries with a partner network are shaded in a light orange color. These include Iceland, most of Africa (including Egypt, Sudan, Ethiopia, Kenya, Tanzania, Uganda, Rwanda, DRC, Zambia, Zimbabwe, Botswana, Namibia, South Africa, and Madagascar), parts of Europe (Spain, Portugal, France, Germany, Italy, Greece, Turkey, and the Balkans), parts of Asia (China, India, Thailand, Vietnam, Philippines, Indonesia, and Malaysia), and parts of South America (Colombia, Venezuela, Ecuador, Peru, and Chile).

Over **220 certified partners**
in **75 countries** with
unified partner agreements
20 localization partners

Global partner network

Consulting Department



- Provides consulting services to partners and customers worldwide to help implement our software solutions
- 50% of our consultants are based from home offices worldwide
- Consulting projects scenarios
 - Partner takes the PM lead – LS provides specialized resources into the project
 - LS takes the PM lead – with or without a partner

Challenges we face in international projects

- Cultural differences/biases
- Language barriers
- Geographical/time zone distribution
- Travel versus remote

Remote Project Management – a day in the life



MBCC – Management by conference call

https://www.youtube.com/watch?v=DYu_bGbZiiQ

Example projects

- Mexican Shoe Retailer Implementation
 - LS led the project – no partner involved
 - Team located in US, Iceland, Canada, Romania, and Mexico
 - Challenges: language, skill sets, cultural biases

- Trinidad Pharmacy Retailer Upgrade
 - LS led the project - local partner involved for support
 - Team located in California, Atlanta, Iceland, and Trinidad
 - Challenges: language, skill sets, all remote

Example projects

- German Gas Station Implementation
 - Client led 3 partners on this project (LS led the LS part)
 - Very clear business requirements by partner
 - Driven with daily scrums
 - Team located in US, Iceland, Germany
 - Challenges: not many, mostly cultural

Recommendations



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- Bring the team together physically as much as the budget allows, at least once in the beginning of the project
- Schedule frequent conference calls when remote to keep the team connected (daily scrums can work via conference calls)
- Clear roles, requirements, task assignments and reporting are all key to getting remote project management to work
- Be aware of cultural differences and biases within your team