



## Princess Cruises Expands Their use of Microsoft Enterprise Project Management Solution

### Overview

**Country:**

USA

**Industry:**

Services

**Customer Profile**

Princess' modern fleet has grown considerably in recent years to include Caribbean Princess (2004), Coral Princess (2003), Dawn Princess (1997), Diamond Princess (2004), Island Princess (2003), Pacific Princess (1999), Regal Princess (1991), Royal Princess (1984), Golden Princess (2001), Grand Princess (1998), Sapphire Princess (2004), Star Princess (2002), Sun Princess (1995) and Tahitian Princess (1999). Two additional new ships will join Princess' fleet by 2007, making it one of the most modern fleets on the high seas.

**Business Situation**

Princess Cruises intends to expand the use of their Microsoft EPM solutions and has approached LMR Solutions to work with them as they seek to evolve the project management practices of their IT Development team.

### Company

From its modest beginnings in 1965 with a single ship cruising to Mexico, Princess has grown to become one of the premiere cruise lines in the world. Today, its fleet carries more than a million passengers each year to more worldwide destinations than any other major line.

The most recognized cruise line in the world was catapulted to stardom in 1977 when Pacific Princess was cast in a starring role on a new television show called The Love Boat. The weekly series, which introduced millions of viewers to the still-new concept of a sea-going vacation, was an instant hit and both the company name and its "seawitch" logo have remained synonymous with cruising ever since.

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### Situation

Princess Cruises has a successful history of knowing when to maintain consistency and when to evolve in business. Through evolutionary innovations, such as putting their guests in control of their own cruising experience, Princess has grown to the most recognizable cruise line in the world.

Princess Cruises has approached LMR Solutions to work with them as they seek to evolve the project management practices of their IT Development team. Princess Cruises and LMR Solutions ascertained the

## Solution

This effort will include (but is not limited to):

- Analysis of Princess Cruises' existing solution, work methodology, role and responsibility definitions
- Audit of existing system configuration settings
- Technical and Consultative Support
- Training and Readiness

## Benefits

- Improved Time to market
- Enhanced Employee Productivity
- Improved Enterprise Project Management Capabilities
- Reduced Project Costs
- Increased Visibility



## For More Information

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following challenges relating to project management within that department:

1. Lack of understanding of Best Practice Usage
2. Lack of understanding of functionality (Training Needs)
3. Poor consistency on Project Planning and Scheduling

## Solution

The overall goals of this engagement initiative are to:

1. Improve the existing Project 2003 System to encourage proper usage and align with accepted best practices
2. Improve technical aspects of existing implementation to ensure best practice usage
3. Educate and train Princess Cruises' staff to ensure proper usage and product acceptance.

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## About LMR Solutions

LMR Solutions was selected as Microsoft's West Region "Partner of the Year" for 2005. LMR Solutions is partnered with Microsoft to provide dynamic Enterprise Business Productivity Solutions that are customized and integrated to include Enterprise Project Management, Document Management, Microsoft Office Systems, Professional Service Automation and Portal Solutions. LMR Solutions is a Microsoft Gold Certified Partner with Microsoft Project, Microsoft SharePoint, Microsoft Business Solutions and Microsoft Office System (Information Worker Productivity).