



Make eBen.work Products your own Sample Project Charter



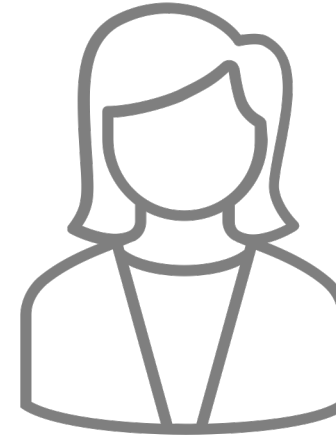
eBen.work Project Team

Frontend



Client Success Manager (CSM)

Responsible for the overall success of the engagement throughout the Client subscription duration from Onboarding to Subscription Service Renewal.



Client Account Manager (CAM)

Starts the relationship with Clients and acts as a Project Manager and first line for issues escalations.

Backend*



Operations

Instance provisioning and initial setup and instance parametrization.

License audits, compliance and information security



Support

Service Request management, response and resolutions.



Accounts

Subscription fees payment and collection.

Manages Subscription fees payment disputes.



Development

Product development.

Product updates.

Functionality extensions and integrations.



Growth

Benefit Request management.

Partner engagements and Tie-ups.

Manage benefits providers disputes.

Client Project Team



Engagement Sponsor

Typically, a C-Level Leader who caters for the overall ownership and support of the engagement and initiative. Leadership involvement.



Engagement Leader

Usually HR Head who can pave the way strategically and operationally to a successful initiative.



Information Technology

System integration requirement definition, security measures and System extensions testing and approval.



Client Administrator

Data collection, data upload, and system administration. Requirements Communication.



Communication Officer

Leads and approves communication channels and approach.



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