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Project Management Plan for the Implementation of the Liveforce CRM System to Improve Internal Recruitment at Translux International Ltd

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1. Introduction

Project management empowers organisations to implement strategic change via the efficient planning, implementation, and oversight of projects. The growing implementation of digital technology has prompted organisations to substitute conventional manual processes with integrated information systems that enhance operational efficiency, decision-making, and organisational performance (PMI, 2025). In Human Resource (HR) management, Customer Relationship Management (CRM) platforms enhance recruiting by automating candidate management, optimising communication, and enabling data-driven decision-making.

This report delineates a project management plan for the implementation of Liveforce (Liveforce, 2026), a cloud-based workforce management and CRM platform, aimed at optimising the internal recruitment process at Translux International Ltd. (Translux, 2026), a UK-based enterprise founded in 1987 that offers production facilities, technical vehicles, and logistics services to the global film and television industry across over 25 countries. Established by Mark Walls, Liveforce consolidates recruitment, onboarding, workforce scheduling, communication, and reporting into a unified platform, enhancing recruitment efficiency and operational transparency (Liveforce, 2026). The report utilises project management instruments such as the Project Initiation Document (PID), Work Breakdown Structure (WBS), stakeholder analysis, risk register, Gantt chart, and resource planning to illustrate the successful delivery of the implementation within established time, cost, and quality parameters.

2. Project Background and Business Justification

Organisations in dynamic sectors increasingly depend on digital technologies to enhance operational efficiency and sustain a competitive edge. Recruitment has transformed into a strategic corporate operation that enhances organisational success by attracting, selecting, and retaining qualified employees. As organisations expand across many locations, conventional recruitment methods become progressively ineffective, leading to delays, uneven procedures, and heightened administrative expenses (Reference and Research Book News, 2011; PMI, 2025). This project assumes that Translux International Ltd's recruiting process depends on manual administration, such as spreadsheets, email correspondence, and disjointed recruitment records, which restrict visibility, collaboration, and recruitment efficacy.

This project proposes the implementation of Liveforce, a cloud-based workforce management platform that consolidates recruitment, onboarding, scheduling, and reporting into a single integrated system (Liveforce, 2026). Liveforce will enhance recruiting efficiency, diminish administrative workload, and facilitate informed workforce planning by automating recruitment operations, centralising candidate information, and offering real-time reporting. Thus, the project signifies a strategic digital transformation initiative rather than merely a software implementation, allowing Translux International Ltd to enhance recruitment efficacy and organisational decision-making through contemporary project management principles (PMI, 2024).

3. Project Specification

A project is a temporary endeavour aimed at producing a distinct product, service, or outcome through preparation, execution, and oversight (Kerzner, 2022). A precise project definition in the initiation phase aids stakeholders in comprehending the project's objectives and results, hence enhancing planning, resource distribution, and performance evaluation (PMI, 2025). Ashton (2025) asserts that a clearly delineated project mitigates scope creep and enhances decision-making during the project life cycle. Liveforce is integral to Translux International Ltd.'s digital transformation aimed at modernising its internal recruitment process. The primary objective of this project is to deploy the Liveforce CRM platform to enhance recruitment efficiency, standardise workflows, facilitate communication between HR and hiring managers, and furnish reliable recruitment data to aid strategic workforce planning while adhering to time, cost, and quality constraints.

The SMART framework was employed to develop project objectives that are specific, measurable, achievable, relevant, and time-bound (Meredith, Shafer, and Jr, 2017; University of California, 2016). Liveforce will be set up to oversee the complete recruiting lifecycle, transfer a minimum of 98% of applicant records accurately prior to go-live, and provide training for all HR personnel and hiring managers before deployment (Liveforce, 2026). This project encompasses requirements gathering, workflow configuration, data migration, system testing, deployment, and Hypercare support, excluding payroll, fleet management, and finance system integration to prioritise recruiting enhancement (Meredith, Shafer, and Jr, 2017). The success of the project will be determined by the approval of the Project Initiation Document (PID), system configuration, data migration,

sign-off on System Integration Testing (SIT) and User Acceptance Testing (UAT), end-user training, system go-live, and project closure (GHANIMI, 2021). These milestones enable stakeholders to monitor advancement and authorise project development. Executive sponsorship, stakeholder engagement, data access recruitment, and Liveforce technical support are presumed during deployment. The project will feature an 18-week implementation timeline, an authorised budget, compliance with UK GDPR, and the necessary HR, IT, and operational resources, all of which must be effectively managed to guarantee success.

4. Project Planning and Execution

The successful implementation of a project depends on a comprehensive planning process that transforms strategic objectives into clearly delineated tasks, deliverables, and resource requirements. Singh (2022) contends that project planning establishes the framework for task coordination, resource allocation, and performance oversight during the project life cycle. Serrador (2012) asserts that effective planning reduces uncertainty by specifying the strategies for attaining project goals before execution begins. This is particularly crucial for digital transformation programs, as organisational procedures and stakeholder responsibilities are simultaneously reconfigured. Strategic planning for the implementation of Liveforce at Translux International Ltd ensures that recruitment operations continue smoothly during the configuration, testing, and deployment of the new platform. The planning phase sets the operational structure required to achieve the project's objectives within the approved timetable, budget, and quality standards.

4.1 Project Outputs (Deliverables)

Project outputs, often termed deliverables, are the quantifiable items or services generated throughout a project that signify the effective execution of scheduled tasks and furnish proof of the attainment of project objectives (Landsmann, 2025). Gonzalez de Villaumbrosia (2024) elucidates that well-defined deliverables set acceptance criteria, enhance stakeholder engagement, and offer control points for assessing project progress during the implementation phase. Establishing outputs prior to execution allows the Project Manager to objectively assess performance, ensuring that each activity directly contributes to the desired business results.

The deliverables for the deployment of Liveforce at Translux International Ltd have been created to facilitate the organization's shift from disjointed recruitment administration to a

cohesive digital recruitment process. The initial deliverable is the endorsement of the Project Initiation Document (PID), which grants legal authorisation to initiate implementation while delineating governance structures, stakeholder obligations, and project oversight mechanisms. Upon project clearance, the Liveforce platform will be tailored to facilitate vacancy generation, candidate management, interview scheduling, onboarding processes, workforce scheduling, and recruitment reporting in accordance with Translux's operational needs (Liveforce, 2026). Supplementary deliverables encompass the effective migration of candidate records to a centralised database, the completion of System Integration Testing (SIT) and User Acceptance Testing (UAT) (Kulkarni, 2024), thorough training for Human Resources staff and hiring managers, successful implementation of the system in the live environment, and a formal project closure report detailing project performance and lessons learned. The outcomes collectively indicate that the project has effectively established a fully functional recruitment platform that enhances recruitment efficiency, minimises administrative workload, and facilitates personnel planning at Translux International Ltd.

4.2 Activities Required and Work Breakdown Structure (WBS)

Project deliverables cannot be completed without precisely defined and organised project activities. Atlassian (2023) states that dividing complicated projects into smaller, manageable tasks helps planning, resource allocation, and project control throughout the lifespan. According to Larson and Grey (2025), the Work Breakdown Structure (WBS) hierarchically divides the project scope into digestible work packages, helping project managers estimate activity durations, allocate responsibilities, and track project progress. Thus, the WBS offers the framework for project planning by identifying, logically sequencing, and aligning all activities with the project's goals to reduce the risk of omitted tasks, repeated labour, and scope creep.

Translux International Ltd.'s Liveforce deployment has been segmented into interconnected work packages to reflect the full implementation lifecycle and assist the digital transformation of the organization's recruitment process. The project is hierarchically structured into project initiation, project planning, system configuration, data migration, system testing, user training, Go-Live, Hypercare support and project closure, with each phase comprising clearly defined sub-activities and operational tasks that collectively support the successful implementation of Liveforce. The project begins with initiation activities such business case preparation, PID approval, and stakeholder

identification, building the governance framework needed for implementation. The planning phase analyses the current recruitment process, gathers business requirements, and designs future recruitment workflows for the Liveforce platform to match organisational objectives. After planning, recruitment pipelines, user permissions, automated communication processes, onboarding workflows, and reporting dashboards are created before candidate data is extracted, cleansed, validated, and migrated into the new system. After configuration and migration, System Integration Testing (SIT) verifies that the platform meets technical requirements, followed by User Acceptance Testing (UAT), during which HR and hiring managers verify that the configured workflows support operational recruitment. User training, Liveforce deployment, Hypercare support, and project closing complete the implementation. By breaking the project down into smaller tasks, the Project Manager can better manage resources, progress, and dependencies and ensure that every work contributes to Liveforce's success. This logical decomposition also lays the groundwork for milestone planning, resource allocation, and risk management, ensuring that the project meets its eighteen-week schedule, budget, and strategic goal of improving recruitment efficiency at Translux International Ltd. Without effective resource planning, competing operational priorities could delay configuration activities, increasing project costs and reducing stakeholder confidence.

4.3 Project Milestones and Schedule

Project management uses milestones to complete main phases and track progress. Meredith, Shafer and Jr (2017) say milestones let stakeholders review deliverables before approving more work. Tristancho (2023) argues that milestone reviews improve project governance by ensuring deliverables meet quality and business needs before allocating resources. The project lifecycle benefits from well-defined milestones, which inform decision-making and prevent implementation delays.

Translux International Ltd.'s Liveforce installation has carefully matched project milestones with the eighteen-week timetable to guarantee each stage provides commercial value before moving on. The PID, which establishes project governance, is approved before project implementation. Requirements gathering and recruiting process mapping guarantee organisational needs are understood before system configuration. The first important operational milestone is setting Liveforce for recruitment, candidate pipelines, automated messaging, and management reporting. Candidate data migration

and validation, System Integration Testing (SIT) to check technical functionality, and User Acceptance Testing (UAT) to guarantee HR and hiring managers can utilise the configured platform for operational recruitment are the next milestone. At Go-Live, Liveforce becomes the company's principal recruitment tool after user training. A methodical Hypercare phase fixes bugs, incorporates user feedback, and optimises system performance before project completion (Kulkarni, 2023). This incremental method reviews and approves each product before implementation, lowering project risk and maintaining schedule, budget, and quality. Achievements require proper scheduling, experienced staff, technological expertise, and infrastructure. Resource planning is essential to project management and helps implement each step.

4.4 Resource Allocation

Project management requires resource planning to ensure the timely availability and sufficient capacity of human, technological, and physical resources. According to the Project Management Institute (2024), good resource planning aligns organisational capabilities with project goals, increasing productivity and reducing delays caused by resource shortages and operational priorities. According to Irfan et al. (2021), assigning resources to task packages improves teamwork, accountability, and project managers' ability to maximise specialised competency during implementation. Effective resource planning aids project completion and organisational transformation.

At Translux International Ltd., internal stakeholders and external experts with specialised knowledge must work together to deploy Liveforce. Project Sponsor provides strategic direction and executive control, while Project Manager oversees execution, evaluates performance, manages risks, and ensures stakeholder communication. The Human Resources Manager and recruiting team define recruitment criteria, evaluate workflows, and perform User Acceptance Testing to ensure the platform meets operational needs, providing full business insights. The IT team manages infrastructure compatibility, user access, cybersecurity, and continuous technical support, while Liveforce implementation consultants configure systems, migrate candidates, and resolve implementation issues. Hiring managers test and train systems to ensure user acceptance and that recruitment workflows meet organisational goals.

Effective implementation requires both people and materials. This includes the Liveforce cloud platform, recruitment databases, secure network infrastructure, project

management tools, testing environments, digital training resources, and communication technologies that enable stakeholder collaboration. Distributing these resources according to the Work Breakdown Structure speeds up implementation, reduces operational disruption, and prevents project delays. According to the recent finding of the editorial team of Trainingcred.com (2025), aligning resource allocation with project milestones improves organisational resilience, decision-making, and the likelihood of completing Liveforce implementation within the eighteen-week timeline, budget, and quality standards. Resource planning improves the new recruitment platform's long-term sustainability, user adoption, and operational efficiency while ensuring project success.

5. Conclusion and Recommendations

This paper showed that changing Translux International Ltd.'s internal recruitment process using Liveforce CRM is a significant digital transformation endeavour. The investigation found that manual administration, spreadsheets, and email communication hinder operational efficiency and staff planning. Using the Project Initiation Document (PID), SMART objectives, Work Breakdown Structure (WBS), milestone planning, and resource allocation gives a disciplined framework for meeting schedule, cost, and quality restrictions.

Liveforce deployment, stakeholder participation, project governance, and user training are all crucial to execution. Thus, Translux International Ltd. should retain executive sponsorship, assess time-to-hire and user adoption, and optimise the system after installation. This integrated approach will boost recruitment efficiency, workforce planning, and operational value, boosting long-term growth and competitiveness.

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