Northwind CRM Replacement — Status Report

Reporting period: 1–31 January 2027. Project manager: R. Haddad.

Overall status: GREEN

The go-live date in the approved plan is 15 March 2027. Integration testing started on 4 January: 4 of 14 integrations have passed end-to-end testing. The billing-sync integration is in its first test cycle.

Data migration: 85% of customer records migrated and reconciled. User acceptance testing (UAT) starts on 8 February 2027 for the sales and service modules.

Risks and issues

Risk R-07: billing-sync failure at go-live. Likelihood: low. Impact: high. Owner: Finance Systems lead.

Risk R-11: key integration developer leaves at the end of April 2027 (contract end). Likelihood: medium. Impact: medium.

Training: 95 of 240 sales staff have completed CRM training. Budget: spending is on plan.