Northwind CRM Replacement — Status Report

Reporting period: 1–28 February 2027. Project manager: R. Haddad.

Overall status: AMBER

The go-live date in the approved plan is 15 March 2027. Integration testing is behind schedule: only 6 of 14 integrations have passed end-to-end testing. The billing-sync integration failed its last two test cycles because of duplicate invoice records.

Data migration: 92% of customer records migrated and reconciled. User acceptance testing (UAT) completed for sales and service modules with 41 open defects, of which 5 are severity 1.

Risks and issues

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

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

The vendor estimates the remaining 8 integrations need 5 weeks of testing with the current team of 3 testers.

Training: 180 of 240 sales staff have completed CRM training.