Service Management Platform Selection

Do you have the right platform for the right job?

Do you understand all the offerings available on the market – their pros and cons?

Do you have the resources available to drive and manage the platform selection process?

Will your staff willingly buy into the change?

Do you have a comprehensive plan in place to start this process?

"If the only tool you have is a hammer, you tend to see every problem as a nail" –

Abraham Maslow

Approach

Our 10-step approach ensures that you identify all your requirements, now and into the future, and select a technology solution that aligns with the strategic direction of your organisation. We can help at any stage or manage the whole process to ensure you select the platform (and vendor) for long-term success.

1. STRATEGY: Identify strategic direction and business drivers for platform replacement.

2. OWNERSHIP: Identify all stakeholders and their roles and commence engagement.

3. REQUIREMENTS: Gather requirements (functional and non-functional) – prioritise and validate.

4. GAP ANALYSIS: Comparison of future requirements with current processes to identify any gaps.

5. RFT: Creation and distribution of RFI/RFP/RFT.

6. EVALUATE: Evaluation of responses and scoring against requirements.

7. SHORTLIST: Determine a shortlist of providers requiring further analysis.

8. DEMONSTRATION: Vendor demonstrations of platforms and reference checks.

9. SELECTION: Final review and vendor selection.

10. PROCUREMENT: Procurement and closure (including project review).

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