

# KEYEDIN™ PROJECTS PPM EVALUATION GUIDE

How to significantly reduce the cost of selecting, evaluating and deploying PPM Software

## Topics Included in This Guide:

- The Issue with traditional product selection processes
- How to achieve 100% transparency throughout the product selection process
- Understanding the true cost of a failed RFI process
- How to select the correct tool with minimal risk
- Quick start the selection process

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*“Keyedin staff’s personalized service made the difference – they were hands-on throughout, and took the time to understand us and our needs. Our 5-day implementation went as smoothly as any I’ve ever experienced, a testament to the Keyedin team.*

*They also helped us plan our future, by highlighting additional functionality options geared toward our business goals, all of it available post-implementation as needed, scaled for our continued growth. Companies often say they partner with you, Keyedin actually does.”*

**Nicklefish**

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## The Issue with Traditional Product Selection

As organizations seek to optimize their project portfolio management (PPM) and change initiatives through the use of PPM software, all too often these organizations reach for what they feel is a tried and tested approach to product selection by embarking on a long drawn out RFI process.

For example:

### THE OLD METHOD OF PRODUCT SELECTION:

- **Step 1: Define the Business Requirements**
  - Obtain a mandate from the company to source a solution
  - Secure sponsorship & budget
  - Assemble a project team
  - Document business requirements / Issue RFI to a selection of vendors
- **Step 2: Perform a Vendor Beauty Parade**
  - RFI assessment & scoring process
  - Identify shortlist of suitable vendors / May issue additional User Cases
  - Go through initial product demonstrations
  - Agree final vendor shortlist and arrange final product demonstrations
- **Step 3: Selection and Agree Commercial**
  - Select the preferred solution & the preferred vendor
  - Review terms & conditions
  - Final negotiations & sign contract
- **Step 4: Implement the Tool**
  - Define implementation phases & scope
  - Develop a detailed implementation plan
  - Start the project

### 3 KEY REASONS WHY THE RFI PROCESS FAILS

- IT IS OUR EXPERIENCE THAT THE RFI PROCESS IS BECOMING DISCREDITED
- RARELY DOES THE RFI PROCESS REFLECT WHAT THE CUSTOMER REALLY NEEDS
- IT REFLECTS YOUR EXPERIENCE BUT MISSES A GREAT OPPORTUNITY TO LEARN FROM OTHERS

However, based on our research and 25 years' experience implementing PPM solutions, successfully achieving this process has proved challenging for many organizations, can be costly and contain many risks at every stage. For example:

#### THE OLD METHOD CONTAINS RISKS AT EVERY STAGE:

- **Step 1: Define the Business Requirements**
  - You are at risk that you simply replace what you already have
  - You may miss an opportunity to review and improve your business processes
  - You will most likely include everyone's' wish list and everything becomes a priority
- **Step 2: Perform a Vendor Beauty Parade**
  - It is very difficult to assess the accuracy of the responses in the RFI
  - It's almost impossible to identify the best solutions – there is too much choice!
  - How can you really assess the suitability of a complex solution in a 2 hour presentation
- **Step 3: Selection and Agree Commercial**
  - Can you really assess how the solution will perform in the real world with your data
  - Can you really assess the quality of implementation services
  - Quite simply, vendors do not propose 'bad' reference sites
- **Step 4: Implement the Tool**
  - You will most likely find the selected solution isn't as flexible as you expected
  - It does not perform as you expected
  - The implementation services are not as good as you expected

## How to achieve 100% transparency through the product selection process

### AVOID LENGTHY SALES CYCLES – THESE ARE OFTEN THE ROAD TO NOWHERE

- 70% OF LENGTHY SALES CYCLES GO NOWHERE!
- PEOPLE CHANGE, PROJECTS GET PUT ON HOLD, BUDGETS GET WITHDRAWN, PRIORITIES CHANGE
- LONG DRAWN OUT SALES CYCLES CONSUME RESOURCE AND RUN UP SIGNIFICANT COSTS

At Keyedin Projects we believe there is a better way – where our unique approach can provide 100% transparency through the entire project selection process.

Our unique approach will help you:

- **Understand your real business needs** – through our consultative led approach we will help your teams to truly understand what you need compared to what you think you want. We will utilize these business requirements to configure your prototype solution.
- **Simulate the real world** – our unique approach to product selection is based on providing you with unrestricted access to the solution. What's more – this unrestricted access will be built around your data and your desired configuration.
- **Embrace a great opportunity to learn from others** - Keyedin Projects has been refined over a period of 25 years working with some of the best organizations in the world – including GlaxoSmithKline, Hitachi, Firestone and Harvey Nash. This helps us focus our approach and your selection criteria on the functionality that really matters and will ultimately provide the greatest benefit.
- **Get to know our team** – our team will work with you to configure Keyedin Projects and align your business processes so that you view what the “end state” business model would look like in reality.

What this means in practice is that throughout the evaluation period we will help you configure a prototype solution – so when it comes to go live, you are ready to refine the model – where if you had taken the traditional approach you would most likely still be documenting requirements..

## Understanding the true cost of a failed RFI process

### WHAT DIFFERENTIATES A GOOD AND BAD IMPLEMENTATION

- **THE GOOD** - IT IS OUR EXPERIENCE THAT THE BEST IMPLEMENTATIONS ARE DRIVEN BY EXPERIENCED MANAGEMENT TEAMS THAT ARE EMPOWERED TO QUICKLY ADDRESS A SERIES OF KNOWN ISSUES IN THEIR ORGANIZATION.
- **THE BAD** - ON THE OTHER HAND, POOR IMPLEMENTATIONS TEND TO BE THOSE WHERE A LARGE TEAM HAVE BEEN GIVEN A GENERAL REMIT TO "IMPROVE THINGS" OVER A LONG PERIOD OF TIME.

With over 25 years' experience implementing PPM solutions we have seen our fair share of failed implementations. That's why our unique approach is not only designed to significantly reduce the risk to the customer, it also provides significant cost savings. The example below is from a recent customer who had previously failed at implementing a competitive solution – the cost in terms of wasted resource effort was significant.

### THE COST OF A FAILED RFI BASED IMPLEMENTATION PROCESS:

- **Step 1: Difficultly defining the Business Requirements**
  - The client had significant issues in discerning whether the correct questions were being asked
- **Step 2: Lengthy Vendor Beauty Parade**
  - The vendor selection process was lengthy, with 10 RFI responses reviewed and 5 vendor demonstrations performed before a vendor was selected
- **Step 3: Failed Implementation**
  - Encountered major issues 3 months into the project
  - The preferred solution could not meet their requirements
  - The issue was compounded as they were reluctant to stop the project having invested so much resource time
- **Step 4: The CEO Stops the Process**
  - The CEO thought that they were "wasting too much time" and had "no confidence in the RFI approach they were taking. The project was stopped and the project a failure.

**ESTIMATED COST: \$130K over 12 Month Period**

## KEYEDIN EXCELLENCE BENEFITS

- IDENTIFY THE BUSINESS'S CURRENT, PRESSING NEEDS – WHAT PPM FUNCTIONALITY IS NECESSARY NOW TO DELIVER IMMEDIATE BENEFIT
- ASSESS THE SUITABILITY OF A "TEMPLATE" APPROACH TO PROVIDE STRUCTURE AND REDUCE IMPLEMENTATION TIMESCALES
- OUR TRUE PROTOTYPING APPROACH DELIVERS THE "TO-BE" LIVE SYSTEM AT PROJECT KICK-OFF, ALLOWING REQUIREMENTS AND DESIGN TO BE JOINTLY EXECUTED ON THE ACTUAL SYSTEM, GREATLY IMPROVING UNDERSTANDING AND DELIVERY INTO LIVE OPERATION

## How to select the right tool with minimal risk

To get the most from the product selection process, you need real world experience and a team that has experienced both the ups and downs of a real-world deployment – including the continued demands of a fully commissioned implementation.

With KeyedIn Projects you get just that through access to our experienced industry consultants "KeyedIn Excellence" from day one.

KeyedIn Excellences involvement begins during the prospective user's evaluation, where KeyedIn Excellence consultants assess the organization's objectives and identify KeyedIn Projects abilities to suit.

### Get 100% Transparency and Unrestricted Access

Unlike many conventional vendors, our SaaS business model enables us to give you access to the software at every stage of the selection process, ensuring you receive complete transparency and unrestricted access through:

- Unrestricted access to the Solution
- Configured to meet your requirements using your data
- Unrestricted access to Product Documentation
- Unrestricted access to our Helpdesk.

By having a KeyedIn Excellence consultant involved in the entire selection process from day one, we are continually reviewing your requirement which greatly eases the project initiation process and significantly reduces risk – allowing us to provide a full implementation brief on completion of the selection process, greatly accelerating the time from evaluation to implementation.

Our True Prototyping approach that delivers the "to-be" live system at the project kick-off, allows requirements and design to be jointly executed on the actual system, speeding understanding, agreements and delivery into live operation. With KeyedIn you can be learning from and improving the first live delivery while our competitors are still documenting your requirements and design.

## Quick Start the Selection Process

If you would like to explore KeyedIn Projects further and take advantage of our unique approach to product selection and evaluation – then please ask yourself these simple questions:

### 5 STEPS TO A SUCCESSFUL KEYEDIN PROJECTS PPM EVALUATION

- **INTRODUCTORY CALL** – UNDERSTAND WHY YOU ARE LOOKING FOR A SOLUTION
- **DISCOVERY** - UNDERSTAND THE BUSINESS NEEDS AND ISSUES THAT THE SOLUTION NEEDS TO ADDRESS
- **TAILORED DEMO** – SEE A FULL PRODUCT DEMO USING YOUR DATA, ADDRESSING YOUR BUSINESS NEEDS AND ISSUES
- **UNRESTRICTED TRIAL ACCESS** – ANALYZE, DESIGN, BUILD AND REFINE THE PROTOTYPE
- **ROLL OUT** – ROLLOUT OUT THE PROTOTYPE SOLUTION AND REFINE THE WORKING MODEL

#### DO YOU HAVE A GENUINE REQUIRMENT?

- **Do you have a mandate from your organization to procure a solution?**
- **Is there a collective understanding of the issues that need to be addressed?**
- **Have you quantified the impact to your business if you do not succeed?**

#### ARE YOU IN A POSITION TO ENGAGE WITH A SUPPLIER?

- **What is the approximate budget expectation?**
- **Do you have executive sponsorship tasked with making this happen?**
- **Have you identified a project lead or is there a project team in place?**
- **What are your high level timescales?**

## Talk to KeyedIn Projects Today

If the answer to these questions is yes, then we would be delighted to discuss our unique 5 step approach with you further. For more information, call our team on 1-866-662-6820, or email [ondemand@keyedin.com](mailto:ondemand@keyedin.com).

## About KeyedIn™ Solutions

KeyedIn Solutions is focused on helping organisations simplify processes, improve performance and drive results. The company's Cloud-based software systems not only offer greater flexibility, but effectively scale as business needs dictate and can be implemented quickly, delivering a measurable ROI months, or even years ahead of on-premise systems. And KeyedIn offers a true SaaS model, making its solutions affordable for every budget.

KeyedIn Manufacturing is an ERP system that helps custom manufacturers work smarter so they can increase productivity and bring new products to market quickly, for a distinct competitive advantage. KeyedIn Projects, the company's project management suite, helps businesses and professional services organisations improve everything from project initiation to execution by managing programmes based on top-line strategy and delivering profitable projects to the bottom line. And when new solutions need to be developed quickly, KeyedIn clients turn to KeyedIn Flex, the company's rapid application development (RAD) platform for affordable applications designed just for them.

When businesses need results fast, they look to the Cloud – and turn to KeyedIn Solutions. You should too. Keep up with us at [www.keyedin.com](http://www.keyedin.com)



Part of the KeyedIn Solutions Business Portfolio



[www.keyedin.com](http://www.keyedin.com)

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