

# The Full Impact of Software Implementation: A Cradle-to-Grave View

## A Cradle-to-Grave View of Software Implementation

Many organizations overlook the full impact of what is required to deliver a successful software implementation. There are several important phases of the Software Delivery Lifecycle – and all must be coordinated seamlessly.

### The Software Delivery Lifecycle



## Major Causes of Software Project Failure –Two Main Scenarios

### Scenario #1 – Unsuccessful Implementations

- Ineffective Scope Development (*does not match needs, contains significant gaps, and/or is overly prescriptive*)
- Evaluation process is overwhelmed by marketing information (*software does not live up to the fancy demo*)
- Weak implementation plan (*unclear milestones, poorly-defined resources, generic risk identification*)
- Vendor's implementation is sub-par (*claims of unforeseen complexities, poor control, dropped functionality*)

### Scenario #2 – Lack of Adoption & Resistance to Change

- Employees revert to old ways, use workarounds, or develop shadow systems (*limiting benefits realization*)
- Poor training means employees lack the skills to operate the software as intended (*limiting usage*)
- Ineffective communication leaves employees unaware (*and unconvinced the software meets their needs*)
- Unrealistic timeframe and resource allocation to adopt the change (*resulting in resistance and opposition*)

## Why Do Organizations Struggle with Software Implementations?

- Overlooking the importance of any phase – or phases – in the Software Delivery Lifecycle (*increased risk exposure*)
- A breakdown within any individual phase (*lacking best practices or internal expertise to maximize success*)
- Bringing in external consultants who only support limited phases (*or portions of a phase*)
- Overreliance on external consultants with attractive logos (*but actual team members may lack expertise*)

## The Simplar Difference – Ask the Experts!

Simplar brings a research-based and cradle-to-grave approach with proven results to:

- Enable an effective Scope Development process
- Deliver a Procurement process that eliminates marketing information to compete on expertise & innovation
- Facilitate an full Software Implementation planning phase with the vendor before contract award
- Apply a performance measurement system to create positive accountability throughout Software Implementation
- Enhance change adoption capabilities throughout the organization

### Contact Simplar for a Complimentary Presentation

Learn more at [www.simplar.com](http://www.simplar.com) or email Jeff Sawyer at [jeff@simplar.com](mailto:jeff@simplar.com)