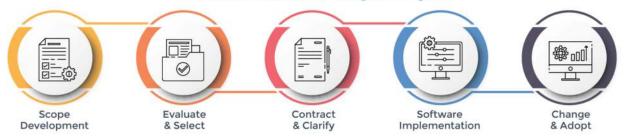# The Full Impact of Software Implementation: A Cradle-to-Grave View

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

Scope Development → Evaluate & Select → Contract & Clarify → Software Implementation → Change & Adopt

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