

Create a Platform for Successful Systems Acquisition and Implementation



1

Take Control of Pre-Sales and Contracting away from the Systems Provider

- Understand Why You are Investing
- Commit Effort to Evaluation and Fully Understanding the Transition Challenge
- Contract on Your Terms not Theirs; Make Sign-Off Contingent on Workshop Outputs

Make the Right Decisions

Contract to Specific Outcomes

(not a piece of unconfigured software)

2

Recognise that Workshop Outputs are far more Important to You than Systems Provider

- Create a Baseline for System Delivery that Puts You Firmly in the Driving Seat
- Spell Out All Costs and Commitments; Remove as Much Uncertainty as Possible
- Build Essential Tools to Manage System Acceptance and De-Risk Testing

Avoid Surprises Later

Retain Commercial Leverage

3

Be Passive at Your Own Risk; Take Direct Ownership of System Delivery

- Put in Place a Strong Internal Team
- Be Extraordinarily Pedantic about Project Management Activities
- Be Very Precise about What Constitutes System Acceptance

Invest in Success

Maintain Pressure On Delivery and Commitments

Avoid Ballooning Costs