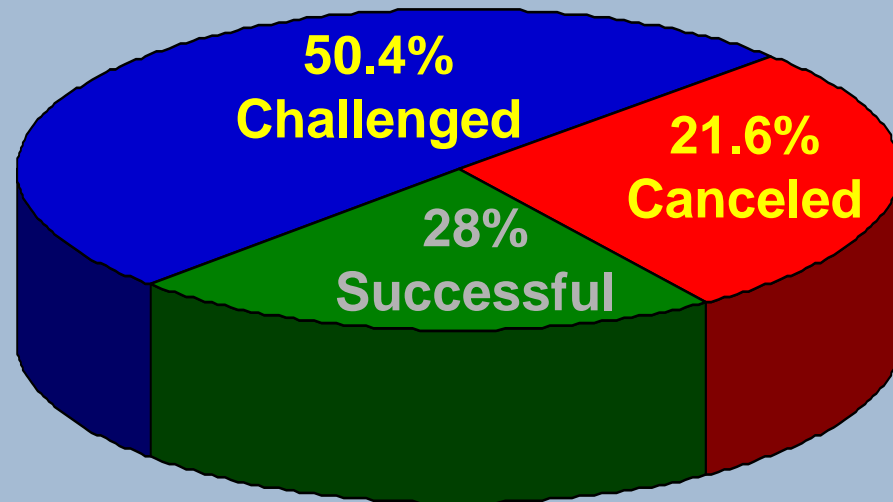


Success Rates: Implementation & Customization Projects

The majority of IT projects are not successful

Budget	214%
Time	202%
Functionality	74%



Companies Less than \$200 million in annual revenue

Source: Standish Group

Top Ten Reasons for Challenged or Canceled Projects

- 1 Lack of executive support
- 2 Incomplete requirements
- 3 Changing requirements
- 4 Lack of user input
- 5 Technology incompetence
- 6 Lack of resources
- 7 Unrealistic expectations
- 8 Unclear objectives
- 9 Unrealistic time frames
- 10 New technology

The Top Ten Criteria For Selecting Software

1st Time Around

- 1 Price of the software
- 2 Ease of implementation of the new system
- 3 Ease of use
- 4 Software's ability to fit the business
- 5 Functionality of software
- 6 Software works with existing hardware
- 7 Growth potential of software
- 8 Level of support provided by the partner
- 9 Quality of documentation
- 10 Developer's track record of performance

The Top Ten Criteria For Selecting Software

1st Time 2nd Time Around

8	1	Level of support provided by the partner
10	2	Developer's track record of performance
4	3	Software's ability to fit the business
7	4	Growth potential of software
1	5	Price of software
9	6	Quality of documentation
5	7	Functionality of software
3	8	Ease of use
2	9	Ease of implementation of new system
6	10	Software works with existing hardware

An Approach that Succeeds

Ensure your success

By eliminating

Causes of failures

- 1 Careful planning
 - **Readiness assessment**
 - **System requirements**
- 2 Prototype to ensure interpretation
- 3 Jointly develop detailed project plan and scope document
- 4 Nail down the specification for any adaptation required
- 5 Begin implementation

- 1 Lack of user input
- 2 Lack of planning
- 3 Incomplete requirements
- 4 Changing requirements
- 5 Technology readiness
- 6 Lack of resources
- 7 Unrealistic expectations
- 8 Unclear objectives
- 9 Unrealistic time frames
- 10 New technology

Risk vs. Assurance

Risk path



Success path

