



Advisory Services for Software Selection Projects

Technology Evaluation Centers (TEC) provides impartial decision support and selection services to help take the risk, cost, and complexity out of the software selection process.

We offer a full range of advisory services spanning the entire process of your decision to purchase an enterprise software solution. TEC provides the capabilities to identify, prioritize, and evaluate your current and future technology requirements while providing an appropriate level of visibility and objectivity—integral components of any decision-making process. We can guide and assist with all related activities—from vendor research through to a final enterprise software selection.

Best practices for software selection

Over time, TEC has developed a proprietary best practice approach for software selection—an iterative methodology that can be flexibly adapted to meet specific project objectives. To support these steps, our decision support system and analysis engine eBestMatch™ automates the entire process.

Enterprise software selection can be broken down into four main phases:

- research
- evaluation
- selection
- post-selection

For each phase we offer end-to-end decision support, spanning the entire process of your decision to purchase an enterprise software solution. We leverage our best practice methodology and provide analysis technology to ensure you have the best solution for your needs.

Preselection decision support

If your organization is unsure whether or not to replace an existing system, we can help you rate your legacy enterprise system to identify its capabilities of supporting your current and future requirements. TEC can assist your organization with the development of a business case by leveraging information in our vendor and product knowledge bases.

We can

- develop an overview of your high-level market, technical, operational, and functional requirements
- develop an overview of your business background and get a general outlook on growth or future plans
- create a corporate profile for pricing purposes
- generate a high level total cost of ownership and value analysis
- select the best-fit vendor solution based on degree of fit to your custom and prioritized needs, as well price

For organizations with more than one facility, subsidiary, or division, TEC's project manager(s) will work directly with each group to coordinate information and provide multiple prioritization capabilities. Once consolidated, this will result in the creation of a single, unified set of requirements that reflects the needs of the entire organization, while accounting for each groups' unique requirements.

Project Facilitation Services

Once the need for a selection project has been determined, we can help you to maintain or enhance your information technology capabilities on your own or with our comprehensive service support.

Our level of involvement depends entirely on your budget, timeline, and resource capabilities; and our familiarity with your business requirements.

For organizations requiring assistance with projects, TEC can ensure that your project runs efficiently by providing facilitation services. We offer best practice support for requirements gathering and offer assistance with mapping your business needs to a functional and technical specification. By doing this, we can create an effective decision model for you to use in your evaluation and selection process. By using the TEC approach, vendors will understand and respond more quickly to your RFI or RFP. In some cases, we can help identify best fit solutions, and interact with vendors directly on your behalf.

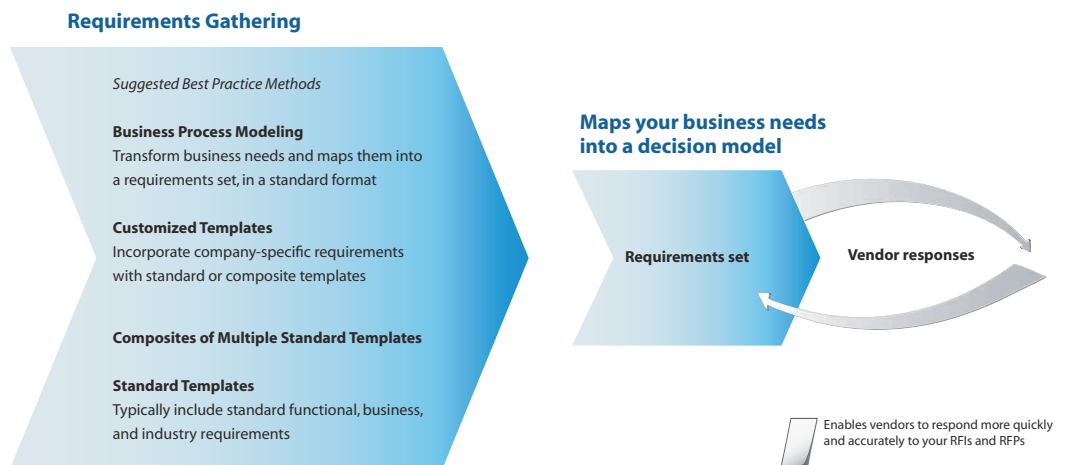


Figure 1: Requirements gathering best practices

Research

Orientation working sessions are designed to establish a project focus, cement business unit and user consensus, and commence as many activities as possible. These sessions are conducted at a client's designated site at the beginning of the project.

We guide the project team through an initial requirements review and through prioritization activities to generate momentum and consensus for the project, giving the team the ability to "hit the ground running" and make a successful selection.

To assist with business process modeling, we can guide your project team in the identification and definition of process flow requirements. We can conduct one on one interviews with your executive team and subject matter experts as well as review existing process related documentation.

Evaluation Phase

Our industry analysts offer knowledge from years of hands on experience working in different functional business domains.

For organizations performing a total cost of ownership analysis, TEC can extend its benefits further by offering a value analysis that incorporates cost with the degree of fit between the vendor's capabilities and your requirements set. The request for quotation stage is one of the most important stages of your project and it is crucial that you produce a document vendors can respond to accurately.

TEC can provide you with industry standard templates that will ensure accurate responses or help you tailor the document to your own requirements. TEC has developed standard templates containing thousands of functional and technical criteria. We also offer concise proposal and quotation documents that reduce the amount of time you spend researching selection criteria and generating documentation from months to only a couple of weeks.



Selection Phase

Demonstration Script Development and Participation

Our industry analysts can assist your organization in developing tailored demonstration scripts representative of your business processes. We can also participate in these demonstrations as moderators keeping these sessions on track to make sure that vendors adhere to specific scripts in a timely manner. Our participation provides a third party assessment of the vendor's performance that when added to your participants assessments, provide for a well-rounded score.

Over the years, TEC's experts have been part of countless demonstrations and are extremely familiar with different industry solutions. They can help you achieve internal consensus during vendor demonstrations and ensure that vendors provide a solution that meets your overall objectives. TEC's standardized format enables comparisons via pre-scripted demonstrations, so you can easily assess and compare the differences among solutions.

Post Selection Phases

Solution Pricing and Contract Negotiations

With years of experience in formal price negotiations, TEC's experts can assist your organization in achieving the lowest possible cost as you evaluate and select your solution by providing knowledge and strategies best suited for your project.

Implementation Plan Review and Auditing

TEC's analysts have been a part of countless implementation projects and can assist your organization by reviewing the implementation plan and providing direction and comments. To help you make sure your implementation runs as smoothly as your evaluation process, our professionals will act in the best interest of your project by serving as a liaison between you and your selected vendor or implementer. In the same spirit as our business process modeling, evaluation, and selection processes, our implementation auditing services will be defined by the specific requirements of your business needs.

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