



The Platform (3)

- Utility S/W
 - Report writers
 - host based
 - client based
 - Data backup solutions
 - Integrated Electronic Forms printing
 - DB Maintenance tools
 - Time & Date manipulators
 - Integrated Fax solutions

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Third Party “bolt-ons”

- MANMAN/ INSIGHT (GUI Sales Order Interface)
- Peripheral S/W Concepts
- Quantum S/W
- Summit Systems
- The Navigate Group (Advocate)
- EDI vendors
- JAS
- Lots more

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The Talent Pool

- Several “dedicated” recruiters
- interBiz consultants
- Baillie Associates (UK/Europe)
- CORE
- many, many individuals

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Your Installation

- Years of Knowledge and Experience in the user community at your company
- Hundreds/Thousands of policies & procedures - ISO900x & QS9000
- ISIT technical expertise
- Financial, Order, Customer, Product history locked in your databases
- investment in JCL, modifications, reports & screens

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Your Installation (2)

- Most companies require annual “check ups” to review what they are doing and how they are using the software.
- When was your last one?
- Did you use an outside party with no “agenda”?
- Do you have a permanent “test” database?
- Are users encouraged to experiment?

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The “Real” Questions

- Why are you considering leaving MANMAN?
 - “The president read a magazine”
 - “Our consultants said it's time to get modern”.
 - “MANMAN doesn't have a GUI interface”.
 - “The press says it's dying, I don't want to be abandoned”.
 - Other nonsense.....

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The Real Questions (2)

- u Who are these "people"?
- u 1) Vendors
 - u What might their motive be? They want to sell you something
 - S/W
 - H/W
 - Consulting
 - Training
 - Tools

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The Real Questions (3)

- u 2) "Pundits"
 - u They get paid to "stir the pot"
 - u Someone paid them to take a survey, validate an assumption, make a point, etc.
 - u They want to make a prediction
 - u But it isn't their business they are betting.
 - u How often do their predictions come true?

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The Real Questions (4)

- u 3) Others
 - u Generally I find they fall into one of the first two categories, they just aren't obvious.
 - u Ask yourself what they might have to gain? Are they being altruistic? Use me as an example, why am I here giving this talk?

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The Real Questions (5)

- u If you have real business requirements (not just wants) that are not being met by MANMAN, they you MUST quantify several factors before you can make a sound business decision to replace it.
 - u What is the value/cost to the business of not meeting this need?
 - u What will it cost to change MANMAN to meet this need?

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The Real Questions (6)

- u What is the true complete cost of changing systems?
 - Software License
 - New Host Hardware and OpSys
 - New Client Hardware and OpSys
 - LAN & WAN upgrades required
 - Training and consulting to install new system (users and IS Staff)
 - What is the business impact of reduced resources "doing their job"

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The Real Questions (7)

- Reduced productivity of everyone while they learn the new system (1 - 2 years)
- Recreating all custom reports, jobs, PC Models, etc.
- Converting (loosing?) all historical data currently living in MANMAN (or do you keep the old system for history?)
- Buying, learning and using all new Utility programs (forms, backups, etc.)
- Assume total is underestimated by 50-100%

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The Real Questions (9)

- ⌞ **Now ask yourself “What is the best investment for our business?” This is the question that usually doesn’t get asked, because there is a “hidden agenda”.**
- ⌞ **Be sure to validate your estimates above by talking to several other companies who have recently undertaken a similar implementation, and ask yourself “what do they have to gain”?**
- ⌞ **Remember that several software suppliers limit customers ability to speak honestly in the software license agreement.**

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Session Summary

- ⌞ **Why are you considering a replacement to MANMAN?**
- ⌞ **Force a quantification of true total costs to replace vs. enhancement of MANMAN.**
- ⌞ **Stick to the Business case and be “skeptical” of others’ motives.**

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