

Technology and Vendor Solution Evaluation and Selection

Contact Centers • Service Desks • Shared Services

Selecting technology, software or a vendor solution requires a significant investment of an organization's time, energy, and resources.

Worldwide, product solutions account for 60% or more of IT spending.
— AMR

A Solution Evaluation and Selection project can take up to 6 months to complete.

According to recent research, annually 6% of business projects are **Terminated** while more than 35% are “**At-Risk**” of failure and 12% do **Fail**.



Customer Service organizations must address how to cost-effectively deliver high levels of customer service that consistently meet increasing customer expectations, manage increases in the number of customer interactions and while meeting or exceeding specific operational goals.

Improve Customer Service Capabilities by Selecting the Best Solutions

Selecting Technology and Systems is Complex

Continual advances in technology and the numerous products and services can have a major impact on decision making when addressing improvements in performance and capabilities of Customer Service organizations. The increase in available equipment and software packages within the customer service industry has resulted in selection issues for customer service management. With various price ranges, features and compatibility with internal infrastructure and systems, organizations face many difficulties in selecting technology and systems.

When conducting an analysis for selecting a solution as part of their customer service strategy, many organizations will mainly consider the requirements (needs) and budget. The practices used to identify a list of possible candidate solutions are, for the most part, subjective and may be vendor influenced. The method utilized for the analysis and selection activities can include the use of basic intuition, counting the number of requirements fulfilled, or some other techniques proposed by internal or external sources.

Even though most organizations will start with a deliberate approach, somewhere within the process they move to a more spontaneous and faster method. Not completing the necessary time-consuming activities such as searching for solution packages and vendors, identifying and selecting criteria, data collection, solution demonstrations and screening evaluations is the fundamental reason for solutions that are not be the most optimum for a customer service organization.

A Systematic Approach and Process is Critical

To be effective, the evaluation and selection of a customer service solution must be done in a consistent and quantifiable method. By using a formal evaluation and selection process, it is possible to combine very different types of criteria (such as functional, non-functional, cost and political) into a cohesive and documented decision.

Due diligence during the selection process requires time and resources and as a result, the cost of a customer service solution begins before it is even selected — and extends long after it is implemented. Selection of a wrong customer service solution can turn out to be costly and adversely affect business processes.

The long-term success of new Customer Service solutions is driven primarily by their ability to support and further organizational strategies and objectives, not by specific functionality.

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LCI's PES process begins with alignment of Customer Service and IT Strategy to drive to critical success factors

LCI will assist clients in selecting and deploying high quality Customer Service solutions that provides positive business impact.

About Lauro Consulting, Inc.

The mission of LCI is to be a leader in providing business and technology solutions to the customer service industry.

With a wide range of capabilities, LCI offers clients the solutions they need to improve their customers' service experience and improve operations.

LCI works closely with its clients to understand their needs and provides real world experience its clients.

LCI is vendor-independent, delivering solutions that best meet each client's unique customer service requirements.

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Evaluating and Selecting Customer Service Technology and Solutions

LCI understands that every business environment is different and we work with you to develop what is needed to meet your unique needs. We use a systematic **Package Evaluation and Selection (PES)** process to assist with the selection of major customer service systems and technology.

Our **PES** process includes selecting and preparing internal team members, understanding both the Customer Service and IT strategy, developing an evaluation model and selection criteria based on critical success factors, eliciting and evaluating vendor responses, deciding on a short list of vendors, and narrowing the list to a finalist.

We will ensure that integration with existing systems and infrastructure and compatibility with your both your customer service business strategy and IT strategy are included in all requirements. We assist with the creation of RFPs or RFIs that will compel vendors to disclose pros and cons of proposed solutions, all options for buying or leasing, installation and maintenance issues and the total cost of ownership. We will work with your team to review and condense vendor submissions into a summary matrix of key decision factors to facilitate the evaluation of vendor responses.

Our staff will attend all vendor presentations and demonstrations to assist with clarification of your questions relating to system installation, operations and maintenance. In addition, we can also provide assistance with contract, order, and delivery negotiations as needed.

Traditionally package evaluation and selection (**PES**) projects can span several months with time spent gathering detailed functional requirements and developing, issuing, and verifying detailed vendor RFPs. With the LCI **PES** process, we can help you create a evaluation and selection project that is driven by strategic considerations, better aligns with business and IT strategies, and allows you to focus more time on value-added activities.

How Can LCI Make Solution Selection Decisions Faster and Better?

- Keep evaluation process focused and energized
- Understand Customer Service needs and processes
- Recognize critical success factors for Customer Service organization
- Drive decision from business and IT strategy
- Insure decision process is transparent and easy to understand
- Build energy and momentum for deployment

For more information on how we can help your organization evaluate, select and deploy a new Customer Service solution, please contact:

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