

White Paper: Technology Assessment

Maturity Level: Asset Aware

Business Problem

An Organization identified they could avoid risk / cost and achieve hard savings if they would implement an IT Asset Management program.

After internal analysis of business requirements and technology objectives, the organization identified the need to implement an IT Asset Management (ITAM) repository.

Asset Management is the integration of People, Process and Technology that are uniquely orchestrated to meet specific business objectives.

The appropriate technology was required to efficiently assist the organization meet their business requirements.

The organization was faced with the standard questions:

- How will the ITAM technology assist the organization in achieving their Business / IT Objectives?
- Is an Application Service Provider (ASP) solution better than a license model solution?
- Does the organization focus on tactical or strategic requirements?
- Where are the hard savings when implementing an ITAM technology?

RiverBend Solution Value-Add

The Organization contracted RiverBend Solutions, inc. to assist them in:

- Understanding the IT Asset Management technology landscape.
- Facilitate the technology selection process in context to the required business objectives.
- Define technology implementation scenarios.

Methodology Overview

RiverBend Solutions, inc. has developed a proven methodology that quantifies technology solutions to specific customer / business requirements.

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The methodology takes into account an organization's program objectives, which include:

1. Technology company viability
2. Ability for technology to meet tactical requirements
3. Strategic capability of technology
4. Ability for technology to meet project objectives
5. Ease of deployment, integration and management of technology

RiverBend Solutions "Technology Impact™" methodology is pliable enough to be able to track any meaningful category of data that is a decision driver of a technology decision.

A brief overview of the Technology Impact™ methodology is defined below:

A technology selection committee is selected from IT management and business decision makers within the organization

The technology selection committee prioritizes the objectives and the Technology Impact scoring model is validated.

A strategic / tactical analysis is performed of the technology vendors within a specific solution landscape (inventory, repository, change management, contract, etc). The analysis is made in context to the organization's business objectives.

Specific companies are selected to submit a response to a "Request for Proposal" (RFP) based on the ranking of the strategic / tactical analysis.

The RFP responses are analyzed and solution models are developed based on technology capabilities.

Specific technology vendors are invited to make a formal presentation to the organization's technology selection committee.

The technology selection committee members provide structured input from the vendor's "Response for Proposal" and presentation.

RiverBend Solutions then compiles the data, quantifying the

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organization's technology selection committee responses into

values, which measure the technology capability in context to the program objectives.

Discrete values are generated for each technology under consideration.

All the information is compiled into a Technology Findings document and presented to the technology selection committee.

RiverBend Solution then works with the technology selection committee to craft a recommendation based on achieving tactical / strategic program objectives.

The technology recommendation is incorporated into the Technology Findings document and presented to the program sponsors.

A decision is then made based on quantifiable metrics against the organization's program objectives.

Findings & Recommendations

The analysis within the context of the Technology Findings & Recommendations provided three options to the organization that met their program objectives:

1. **Tactical Solution** – (Electronic Asset Inventory Technology)
 - *Benefits:* Meet current project business requirements. Implementation would be less disruptive and achieve a targeted and quick Return on Investment.
 - *Challenges:* The solution would achieve a diminishing return over a period of 6-12 months. Limiting the extendibility of value to the organization. No IT asset portfolio management capabilities.
2. **Tactical / Strategic** – (Electronic Asset Inventory / Asset Repository)
 - *Benefit:* Meet current project business requirements with ability to scale at the appropriate time to an enterprise ITAM program implementation. Leverage the success of a low impact asset inventory solution and slowly embed ITAM procurement and deskside service processes. Ability to

continue to harvest investment value over time with low to medium disruptive impact to the organization over time. With the option to implement the ITAM repository at a future point.

- *Challenge:* Important to monitor economic value of solution to the business objectives, and continue to ride the value-wave in avoiding diminishing return. Longer ITAM implementation time frame. Complexity of business climate may slow or stop deployment of ITAM program before the greatest value can be achieved. Program may be seen as not achieving proposed value in timely manner. Limited ITAM portfolio management capabilities.
3. **Strategic** – (Electronic Asset Inventory / Asset Repository / Process Engineering)
- *Benefit:* Achieves proposed ITAM value in shortest possible time frame. Deploy technology while re-engineering existing life-cycle to achieve greatest benefit.
 - *Challenge:* Implementation would be more complex and disruptive to the organization. Higher implementation cost. Requires greatest organizational commitment to be successful.

The organization selected “option two” since it provided the best scenario to achieve business value. They would continuously monitor the ITAM program to ensure it achieved Return on Investment objectives. To ensure they continued to harvest value from their investment as their ITAM program matured.

Business Value

RiverBend Solutions:

- Knowledge leader in the ITAM landscape
- Technology Impact™ Methodology
- Tools / Capabilities / Experience to Differentiate Themselves in the Market Place
- Consistently Demonstrated Value to their customers in the assessment, design, deployment and management of ITAM solutions
- Leader in ITAM Practice Design, Implementation and Steady State Program Management

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Summary

RiverBend Solutions has continuously proven themselves to their customers by assisting organizations align business strategy to technology decisions.

RiverBend Solutions proprietary technology selection methodology has been successfully implemented for major financial, insurance and pharmaceutical organizations.

For Additional Information Please Contact:

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