

White Paper – Vendor and Solution Selection Support



STRATEGIC PLANNING / PROGRAM AND PROJECT MANAGEMENT / BUSINESS PROCESS IMPROVEMENT / BUSINESS CONTINUITY

Vendor Selection Support

All organisations have a need to acquire new technology to meet the demands of change, but where do you begin? How do you ensure that you have all the business requirements, that you shortlist appropriate solutions and vendors and how do you assess solutions objectively to ensure you arrive at the best fit for your organisation?

Although these questions are common, many organisations struggle to address them prior to acquiring new technology, potentially wasting time and money on a solution that is not fit for purpose. At Veev Group we support solution selection to ensure both products and vendors are thoroughly considered and entirely fit for purpose.

Depending on your specific situation, Veev Group can assist you navigate process mapping, business requirement gathering, solution/vendor identification, shortlisting, assessment and final recommendation. We also work as your advocate in negotiations and provide the full suite of project delivery services including programme and project management, change management, business analysis testing, training and post implementation review.

Our most recent engagement with a Western Australian mining company, supporting the selection of a Stakeholder Management System (SMS), demonstrates our capability and value in this space.

Case Study: Stakeholder Management

Our Client required a stakeholder engagement system to record interactions with, and capture feedback from, stakeholders. Historically, their information was kept by individuals and managed in various unstructured formats.

Without a central repository of information for collaboration and management, their stakeholder information was subject to 'double-handling' and often copies were maintained on portable devices or printed for use in the field. There were no mechanisms to monitor or measure stakeholder interactions, classify or manage risk. These issues compounded as stakeholder interactions increased over time ultimately contributing to non-compliance with the clients own recording keeping policy.

The business understood that all areas of the organisation needed to record stakeholder interactions in a consistent and auditable way, and that they needed support to identify, assess and rank appropriate technology solutions.

Veev Group Value



The client engaged Veev Group to manage their solution selection process and navigate the numerous vendor solutions that could potentially meet their needs.

We first assisted the organisation identify business requirements by clearly understanding their associated business processes.

This included the capture of the current state through workshops and interviews with process owners and key personnel. When collated, the requirements were socialised with the organisation for validation and prioritisation.

Veev Group then developed vendor selection criteria based on the organisation's strategy and operations plan to analyse the market and identify suitable solutions and vendors.

Vendor Coordination

Veev Group coordinated and facilitated vendor presentations including video conference support where required.

Vendors were provided business requirements and scenario documentation to support their presentations. This was crucial in keeping demonstrations focused and ensuring that each vendor could be rated against standardised criteria for comparison.

Stakeholders were invited to assess each vendor and each stakeholder was able to evaluate the solution in the context of their role in the business process. Utilising Veev Group's adapted scoring matrix and assessment process, final scores were collated, and a recommendation made to the organisation for the best-fit solution.

The Client was confident selecting a Stakeholder Management System based on their requirements and Veev Group's objective analysis of their options.

Take the risk out of your technology selection process and let Veev Group assist you in selecting and implementing the best technology to support your organisation.