



Selection Software Solution

Introduction

You have decided to modernise the ICT systems for your business operations. You are thinking about purchasing a standard software solution. Selecting the exact software solution that meets your needs is not something to be taken lightly. After all, you want solutions that will perform for years to come. It is not an easy choice to make, so you need to ask yourself the following questions:

- What exactly do we want from the standard solution?
- Which improvements do we want to see after the implementation?
- Which solutions that support similar business processes have already proven themselves in our market?
- Which requirements should be defined for the migration and implementation procedure?
- What do we expect from the support and maintenance of the solution?
- Hosting: internal or external?
- Which systems or applications will be replaced and which interfaces must be realised?
- Does the solution fit in the IT architecture?
- How do I involve the organisation, the future users, when choosing and introducing the solution?
- How do I make sure that the selection process:
 - Is transparent
 - Is executed within planning Sets up the framework for the implementation plan
 - Remains within the budget ... and leads to the right choice?

Expertise

VDVL has more than ten years of experience in helping companies and organisations in the Telecom and Internet market to select the right solution. During that time, we have gained in-depth knowledge of software solutions in the following categories:

- Enterprise Solutions (ERP)
- Sales and Order Management
- Fulfilment & Provisioning
- Project Management
- Billing
- Configuration Management
- Service management & Assurance
- Financial Management
- CRM and E-business
- Enterprise Application Integration
- Workflow and Messaging.

We are familiar with your market and business processes, the best-of-breed software solutions and specific Industry Solutions, the system integrators and implementation and maintenance & support parties

Given our approach, knowledge, experience and independent position, you can be assured that your organisation will be well prepared before deciding on the right standard solution. But it is you who will make the ultimate choice.

Approach

Our approach fulfils the desire of many organisations to purchase a fit for use standard software solution in a short turnaround time.

There are two procedures we can follow to do this:

- **Full selection procedure;**
Together with you, we draw up the information plan, the list of requirements and the selection criteria. Following this, you have the option of submitting a Request-For-Information to a number of suppliers ("longlist"). The result is a Request-For-Proposal ("shortlist"). The last step in the RFP phase consists of the contractual negotiations and the final choice. Then the implementation plan is drawn up together with the contract.
- **Standard selection procedure;**
You will have already drawn up an information plan and listed (most of) your organisation's needs and requirements. Our task now is to coordinate the RFI and RFP procedure and come up with objective selection criteria. You can choose to speed up the selection process even more by combining the RFI and RFP so that you can start straight away with a shortlist of software solutions and suppliers.

We have developed a tried-and-tested approach for both the Full and the Comprehensive Selection procedures. This approach is characterised by:

- Clear-cut phases (consisting of an inventory of the current situation, the future situation, the changes and requirements, the choice of suppliers and solutions, the RFP, and selection), that result in a logical structure and a very controllable selection procedure.
- Clear reports that describe the results of every phase and include recommendations for the next phase.
- The use of our VDVL Reference Series to swiftly arrive at a high-quality



Programme of Requirements. The VDVL Reference Series is a knowledge database in which we have structured and stored our knowledge of Business Models, Business Processes, Requirements, Software solutions, IT architecture and Selection Criteria. We also make clever use of de facto standards such as e-TOM and ITIL.

Your organisation's involvement in and commitment to this process is crucial. Because this will induce people throughout the organisation to accept the chosen business solution. Our approach guarantees that your people are constantly involved, thus achieving the optimal balance between the burden on your employees and the dedication required for this selection procedure.

- Our approach involves a rational assessment of requirements and wishes matched up against the possibilities and impossibilities of the software solutions on offer.
- Because we draw up the Programme of Requirements (PoR) together with you, it is easier for suppliers to understand what you need, thus shortening the turnaround time of the selection process *and* the implementation procedure. The PoR also serves as the basis for the implementation plan.
- Besides holding presentations and demonstrations, candidate-suppliers will also be asked to organise workshops. As input for the workshops, we use

representative business cases that we draw up in consultation with you. Reference visits are made to companies to check in practice whether needs and requirements can be realised and what the experiences are with the vendor.

- We believe that you yourself should be able to decide which supplier and which solution are most suited to your organisation. To facilitate this, we have developed a model to determine and measure the selection criteria and evaluate the performances of suppliers.

In these times of constant innovation, it is in your interests to receive fast and efficient support from an independent adviser when selecting a new software solution.

VDVL fully believes in its approach and its recommendations, so we would also be happy to actively take part in the further implementation of your selected business solutions.

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