

eRoom Pilot: Maximum Value Minimum Risk

eRoom V7 is the market leading collaboration tool, but how can you be sure that it is the correct choice for your business? How can you be certain that the business users will take to the technology and that the technology will co-exist with your other systems?

The successful adoption of any new technology is a product of many contributing factors such as:-

- **The functional fit of the technology**
- **The cultural fit with your chosen implementation partner**
- **The ability for your own company to adapt to, and drive change**

You would not buy a house without viewing it, or a car without driving it. Yet many companies buy technology on the strength of a few comments written in a response to tender and a brief product demonstration.

This eRoom pilot iSolution from Chapter26 is designed specifically to reduce the risks associated with introducing new technology.

It may be that you are an existing corporate eRoom user and wish to roll the technology out to more departments, or that you are completely new to the technology. Either way, by running a tightly defined and well supported eRoom pilot your chances of success are maximized.

Chapter26 has a wealth of experience in ensuring the successful adoption of eRoom and always recommends taking a pilot approach.

Our Packaged Solution approach to an eRoom pilot means that you can minimize your immediate expenditure and maximize your chances of success.



Business Benefits

Running an eRoom pilot is fundamentally about reducing the risk associated with the introduction of any new technology, specifically in the following areas:-

- **Early exposure to technology** – Typically the procurement cycle to technology is a lengthy one. By the time the chosen product is introduced the functionality demonstrated during the sale process has been forgotten, or confused with that offered by other systems. An eRoom pilot can be scheduled prior to rollout, or even prior to the sale. This way you can be sure the technology will work for you.
- **Fixed price expenditure** – The eRoom pilot is delivered on a fixed price basis, you are able to limit your investment to meet your budget. If required the entire solution can be hosted for the duration of the pilot meaning no capital expenditure is needed.
- **Develop product “champions”** – The pilot approach develops a group of eRoom product champions who will be vital to the wider roll out process.
- **Build a relationship with supplier and technology vendor** – The working relationship and trust that you have with your implementation partners is vital to achieving continued success. Running a pilot is a perfect way to build this relationship prior to making any significant commitments.
- **Learn lessons safely, but with re-use** – Technology adoption and management is an iterative process. As you learn more about the capabilities of a product the solution inevitably changes shape. Running a pilot provides a safe environment in which to learn but also provides real deliverables with real value.

Components

The eRoom Pilot iSolution is constructed of the following components:-

1. Preparatory meeting to identify scope of pilot business process or project
2. Installation of pilot software, or connection to hosted system
3. Workshop to understand current business process
4. eRoom boot camp
5. Build first pass template eRoom
6. Support during pilot phase, refine template eRoom
7. Review and plan next steps

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Plan to Succeed

A successful eRoom pilot requires the following:-

- **An identified business process or project** – eRoom will provide the most value to your business when it is used to streamline a project or process that is repeated regularly. Good examples of this include; product development lifecycles, the tendering process, supplier management, employee consultation and Sarbanes Oxley compliance. For the pilot you should identify a business process or project, ideally involving a need to work with people outside of your immediate location or company. The eRoom pilot will model this process or project inside an eRoom environment.
- **A committed pilot team** – For the identified process or project a small team of business experts, typically between 3 to 5 people, should be identified. This team will be charged with articulating the business process, and if desired improving it. They must be IT literate but do not need to be technologists.
- **A business sponsor or process owner** – Ideally included in the pilot team, the process owner or business sponsor is vital to the success of the pilot. This person will be asked to make an objective decision about the success of the pilot



Tried and Tested Process

Once the business process and pilot team have been identified Chapter26 would typically follow a standard approach over a 4 to 6 week period:-

- **Establish environment** – Depending upon user preference and agreement by EMC pilot versions of the eRoom software can be installed on existing IT infrastructure. Alternatively a completely outsourced pilot environment is available.
- **Workshop business process** – Chapter26 will facilitate a workshop with the pilot team to drill into the detail of the selected business process. This examines the current process and any simple change that could improve performance.
- **eRoom boot camp** – Chapter26 would deliver a day of intensive eRoom training for the pilot team. This will enable the pilot team to become familiar with the capabilities of the product in preparation for building a template.
- **Develop template eRoom** – Combining the knowledge from the previous 2 sessions, Chapter26 will lead the design and implementation of the pilot eRoom template from which other eRooms will be created.
- **Support** – Following an intensive first few days the pilot team will then start to use the pilot eRoom environment “for real”. During this process support is provided by Chapter26 to ensure that best practices are followed and to proactively manage any pilot issues

Contact Chapter26

Chapter26 has delivered significant cost and efficiency benefits to major clients in the Finance, Manufacturing, Utilities & Pharmaceutical sectors. We are confident that we can bring similar benefits to your organisation and would welcome the opportunity for an early discussion.

For more information on an eRoom pilot and other business solutions please contact:

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