



4 Keys to Effective Deployment of a Total Cost of Ownership (TCO) Tool

Once a TCO tool has been developed, the next important step, and perhaps the most crucial is an effective deployment and implementation. There are 4 keys to an effective deployment;

1. Management team buy-in

- a. Upper management is always involved in the financial support and backing of any systems project. Many, but not all executives focus on the ROI and the economic rationalization of the project rather than the overall corporate advantages. Success of the project is dependent on the buy-in from corporate sponsors believing that the tool will bring a competitive advantage and learn how to provide better service to their customers. If the management team becomes champions for the project when surprises occur the tools are already in place to address those issues and deal with them before they sandbag a project.



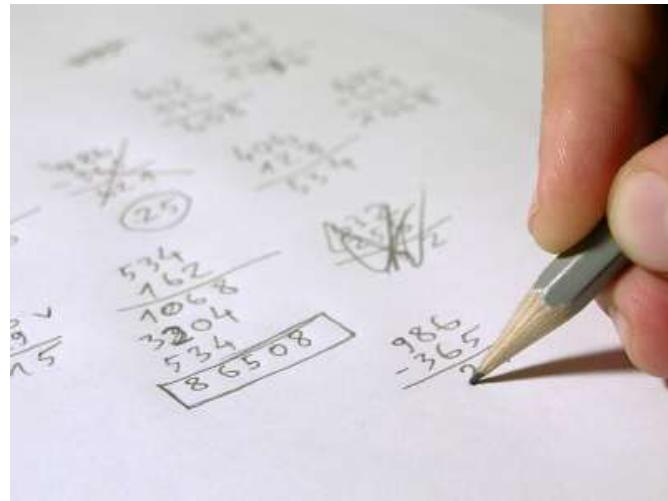
2. Beta Team Selection

- a. The selection of this team, in many ways can determine the outcome of the project as a whole. We generally recommend a combination of end-users, management, and subject matter experts (SMEs) to participate in the Beta period of a tool roll-out. That way the inputs, outputs, assumptions, and other features of the tool can be thoroughly assessed and all stakeholders have an opportunity to provide feedback as to the functionality of the tool.



3. Comprehensive Training Package

- a. Once the Beta period is over and all of the revisions have been made, the tool becomes a finished product ready for deployment. For any software roll-out the more hands-on experience someone can have with the tool the more familiar he/she becomes with it. The more familiar someone is the greater the chances are that he/she uses that tool as part of their everyday routines.



4. After Care

- a. The final key is to commission the project champions to provide effective and meaningful after care for the tool implementation. This team should be experts of the tool and have the ability to answer questions and troubleshoot problems that end-users may have. Not only that, but continually looking for ways to improve upon and expand the tool to better assist the users can go a long way to ensuring a successful deployment and utilizing it as a springboard for additional improvement.

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