

## Action plans



### Step 6 – Getting your money’s worth

Now your new software is in place, it’s time to really make sure it’s doing the job it’s supposed to do. Even if you have a general sense it’s working, it’s still a good idea to go through a proper review process – it doesn’t have to take long.

You’ll want to consider the ROI and how it compares to your original plan, and then decide what to do next. You’ll also want to consider what you can learn from the process you’ve been on to help you with introducing software in the future.

- **Effort:** High
- **Impact:** High

#### Step 1:

Do an ROI check. See how the impact of your technology adoption measures up to your initial calculations made as part of step two in the implementation process.

- **Impact:** High
- **Why this will help:** While the calculations you made earlier were much more of an approximation, you should now be able to do a much more conclusive ‘before and after’ to get a real understanding of the impact and, therefore, any changes that need to be made. For this action plan, you’ll need to use our review calendar..

#### Step 2:

Run a “lessons learned” workshop. Give those people using the new technology, as part of their day-to-day jobs, the chance to comment and reflect on its positives and negatives so far.

- **Impact:** Medium
- **Why this will help:** This is a good way to get a broader view on how the new software is doing, giving all users a chance to express their views, share knowledge and see if more training or support is required. It’s also a good time to review the purchase and implementation process too: what could have gone better?

#### Step 3:

Decide what to do next. You now have everything you need to decide whether everything is working as it should do, or if there is a need to negotiate a new arrangement with your supplier, better train users of peruse other alternatives.

- **Impact:** High
- **Why this will help:** Taking the time to reflect is important. Seeing it as done and dusted could leave you in a situation where use of the new technology drops off and it starts to become a drain on fixed costs without much upside benefits.