

# 5 TIPS

## BEST PRACTICES FOR SUCCESSFUL TECHNOLOGY DEPLOYMENT



*Technology initiatives impact every level of an organization. To ensure a successful deployment in the face of limited resources and rapidly changing market landscapes, Tom Martucci, Chief Technology Officer, Consolidated Intermodal Technologies, outlines the top five best practices*

### 1 ESTABLISH REQUIRED FEATURES AND RESOURCES



- Do you have internal and vendor agreement with the timeline and project plan structure?
- What is your current system missing that you wish it could do?
- Would a new technology improve some aspect of your operation?

### 2 UNDERSTAND CUSTOMER NEEDS



- Who is using it? Is it working well? Where are the service gaps?
- Does the staff have the right skills and knowledge to support it?
- How quickly or slowly can you implement this software?
- How well does it adapt to new market requirements?
- What are the expectations with future enhancements or upgrades from the applications provider?

### 3 MIND THE BUDGET



- If replacing a legacy system, what are the associated costs?
- What are the cost implications to add or remove users, resources, functions or features?
- Is there flexibility to get a better rate for longer-term contracts?
- How will this deployment impact my budget today and over the course of the next three-to- five years?

### 4 INCORPORATE SECURITY AT EVERY LEVEL



- Is the software provider aligned with your security strategy?
- Does it integrate well with your existing security standards?
- Does the software offer ongoing support and fixes?
- How frequently is data backed up?
- What does disaster recovery look like?
- What security assurances are provided by the software vendor and for how long?

### 5 SET THE INTEGRATION PARAMETERS



- Does this solution integrate into your existing system given the organizational and customer pain points?
- How easily will the software integrate with your corporate application architecture?
- Is there anything additional needed to integrate smoothly across the organization?