

I, the undersigned agree to be overcharged and under-delivered to
for the lifetime of my IT implementation.



Signed

.....
Financial Director

You wouldn't sign this.
So why are you signing off
your IT project?

Projects/systems for which OnTrak has been specifically designed include:

Accounting and Finance

ERP

MRP

Document Management and Workflow (EDMS)

Distribution

Wholesale

Logistics

Manufacturing

SOP

POP

Stock Control and Order Processing

Builders Merchants

Automotive

Payroll and HR

Time and Attendance

Outsourcing

e-Commerce

Intranet

Portals

Balanced Scorecard

Wholesale

Retail

CRM

Fact: Most overruns don't happen during an IT project. They happen at the moment the contract is signed.

You already know the statistics. 80% of all IT projects go over-budget. And 71% of those go over-budget by more than double*.

But you may not know the reason. It's simple to blame the purchasing Financial Directors, Heads of IT or Lawyers. But how can so many intelligent, successful people get it so wrong, so often?

Unless the problem isn't the people, but the process itself. And specifically the standard contract that most companies happily sign. Your team might negotiate hard – but, perversely, this can make things worse. Because the tighter negotiated contracts, ITTs and specifications are tied, the more "hidden" responsibilities can be removed from the vendor. The result is a situation which leaves you, as purchaser, with all the obligations – and all the risk.

Nowadays, it's not IT's problem or Legal's problem. It's your problem.

When it comes to a project, FDs traditionally leave the planning to the experts – their IT and legal teams. But those teams rely in turn on what the vendor says a product or its services can do. There's plenty of room for "vendor misunderstanding". And when things go wrong, very few in-house IT teams or IT lawyers specialise in IT vendors' implied obligations.

IT suppliers can't easily be held to account. Unfortunately, nowadays you can.

Often it's only when things go wrong that a contract and specification is read in any real context - usually with dismay. It's then that you find your power to dictate – or even negotiate – is severely limited. Your IT supplier can't be held to account. Unfortunately, you as the FD can.

And it's no longer enough to simply accept "all IT projects overrun". In these days of full disclosure – your shareholders, CEO – and even the newspapers – will want to know why. The buck stops with you.

It's a tough position to be in. But one that's easy to change. Because there's now a single, cost-effective product that defends your budgets against IT overrun. One that you can put in place before a project even begins.

Introducing the £3,000 OnTrak.

The best value way to protect your business goals. Getting projects delivered to time, expectation and budget.

While colleagues may not have the specific knowledge of both Contract and IT to lock out overspend – one company does. A specialist consultancy that's developed a product that removes the imprecision, delays and risk frequently inherent in IT projects. That product's called OnTrak. You could think of it as an external health-check of the hidden risks of your project. A certain way to put financial control back into the hands of FDs - or simply the most cost-effective means to safeguard your budget.

A reasonably priced product. Not an open-ended fee-based process.

The last thing you need in an IT project is another indefinable in the equation. That's why OnTrak is a product – not just a process. It has quantifiable elements, a fixed cost and a measurable set of deliverables. OnTrak will:

- Provide independent expert analysis on the procurement of a new major IT system or upgrade.
- Review the historical, technical and contractual background to the project.
- Conclude with a preliminary risk assessment – a 4 hour workshop highlighting the specific technical and contractual risks your procurement or upgrade faces.
- Leave you with a series of specific actions you can take.

What is Best Practice Group?

BPG is a specialist IT consultancy, with an in-depth understanding of IT contracts. With expertise in both the technical and contractual realms, we focus on the specific areas where most commissioning organisations come unstuck.

Our success is based on a wealth of experience working on the successful resolution of almost 500 IT disputes across the Private and Public sectors. We know how to analyse vendor claims and spotlight the “hidden” (undocumented) or implied terms under which they usually operate. We know how to get errant projects back on track. And with our experience – we know how to spot areas of concern and recommend methodologies which factor risk out of the equation – before a project even starts.

Who'll benefit from OnTrak. And who won't.

OnTrak is for any FD who demands greater control. Who feels the need to ensure the integrity of their budgets. And cares about protecting their own reputation.

It's of no use to anyone who's comfortable with under-delivery. Who believes overpayment is a natural occurrence. Or believes misunderstandings should be “hidden in the figures”.

“We bought 40 systems a year – but still experienced “misunderstandings” with vendors. OnTrak refocused our vendors on outcomes rather than technical shopping lists - and cut project times by a third”.

Mike Brannigan,
IT Director, TDG Group.

lements



A unique family of solutions.

Specifically tailored to an FD's broad range of needs.

OnTrak isn't a one-size-fits-all solution. But a family of precision tools in the modern FD's armoury.

Including *OnTrak Risk Assessment* for Private Sector companies, to protect them prior to implementation. And *Back OnTrak* for those companies who have embarked on implementation without protection who are now experiencing difficulties. Additionally, when you purchase OnTrak we will work with your existing team to deliver an outcome tailored to your specific challenges. As well as meeting your current project needs, most customers find core team members also deepen their knowledge for future projects.

Only OnTrak delivers:

- The power to independently verify whether your objectives and requirements will be interpreted correctly by the vendor.
- The power to safeguard your IT project budget.
- The power to eradicate costly delays.
- An external verification of the hidden risks of your project.
- An invaluable resource for you and your shareholders.
- Low costs, quantifiable benefits and a full guarantee.
- The ability to shut loopholes, misunderstandings, get-out clauses and "out of spec" claims.
- The power to define aims and processes more precisely.
- The elimination of sources of major disagreements with vendors later in the process.
- An ability to focus projects on meeting real business requirements not simply functionality.

Trusted by over 100 major organisations.

Available with one additional guarantee.

OnTrak is an increasingly popular way for organisations of all sizes to safeguard their IT projects. But we can also offer you one other safeguard – and that's on the cost of OnTrak itself. Best Practice Group has built its success on high-quality relationships with its clients. That's why we offer you this guarantee – if we don't find material risks in the process/ITT/contract or specifications you are using to purchase your IT system, we won't charge you for the OnTrak product. If we can't add value, you pay nothing. It's as simple as that.

To safeguard tomorrow's budget, act today.

Call us on 0845 345 0130 today. Or email ontrak@bestpracticegroup.com to purchase OnTrak now – or to find out more details. Remember – our guarantee means there's no financial risk whatsoever to your organisation. And the sooner you act, the sooner you can safeguard your project.