DATASHEET

BUILD OR BUY?

10 REASONS TO RECONSIDER COMMISSIONING AN IN-HOUSE CASE MANAGEMENT SOLUTION

Many organisations have both the IT capability and capacity to consider building a complaint and feedback management solution. When that system is eventually implemented will the solution be what you designed? Will that design even be what is needed? Will the project come in on time and as planned?

There are a number of fundamental areas where the benefits of buying a packaged feedback solution outweigh those of building in-house. Based on why in-house users have switched to Aptean's Respond, here are 10 points to consider now.

APTEAN'S RESPOND SOLUTION WILL PROVIDE

1. Proven and measurable benefits

Aptean's Respond has a track record of delivering benefits in key areas such as regulatory compliance, business improvement, productivity enhancement and increasing customer satisfaction.

2. Reduced risk

If you decide to go it alone and build your own system, there is no protection if the code does not work or if the project is delayed. Time is money – and for large companies delays can mean millions in potential lost revenue.

3. Significantly reduced costs and time scales

You can buy, implement and have Respond delivering business value in a fraction of the time it takes to design, code, document, train for and implement an in-house solution. In most cases, in-house development will be prohibitively costly, time-consuming, and difficult to implement. Statistics from the Standish Group show that

an average internal build costs 189% of its initial estimate and will take 222% of the expected time – in other words, more than twice as long.

4. Ready from day one

Respond is continually updated, debugged and prepared which makes it ready for your immediate use. Realising benefits from day one, Respond will deliver operational and revenue-enhancing benefits in the shortest possible time.

With an in-house product, your staff will usually be testing and debugging the core solution and making updates on an ongoing basis.

5. Future-proofing

After the installation of Respond you will be provided with guaranteed access to patches, software updates, user groups, updated documentation and technical support to ensure your organisation is kept up to date with changes in technology and the current market requirements.

Will in-house developers be able to commit the same level of resources on a long-term basis, or will they have moved on to the next project? What happens when a regulatory review changes your market?

6. Configuration

Aptean's Respond can be easily configured to meet the unique requirements of your organisation and is flexible enough to keep pace with your ever changing business needs. Updating and further configuring an in-house product will take considerable time and money.

7. Scalable

The Aptean Respond product suite can be purchased in modules. You can add modules based upon your changing

business requirements and budget, often by just purchasing a license. You can start off small and add-in as needed, reaching an enterprise deployment with relative ease.

The latest versions of Respond gives the entire front-line the ability to record new cases at minimal cost.

8. Knowledge and experience

In a complex area like enterprise wide complaint and feedback management, it pays to talk to the specialists. Aptean have expert knowledge of the way feedback solutions work, and we understand what customers – and users – need in a package.

In-house developers do not always have this understanding and explaining it to them can be time consuming, costly and risky. We have in-depth knowledge of business needs, compliance rules and common issues from working with customers right across the industry.

9. High quality training and user documentation

The documentation and training that comes with our software is more advanced than with an in-house product. We provide essential documentation that is both technical and end-user oriented.

We are always on hand to train new staff to ensure your solution is providing optimum value.

10. Support

Your in-house developers will typically support various systems and different areas of the business. We have specialist help desks so expert advice is always on hand.

WHY BUY APTEAN'S RESPOND?

Before setting out to build your own system, consider whether this is the best use of your time, budget and ultimately if there is a chance that the end product is going to be a career moment to forget.

Aptean's Respond software has already been built and developed with advanced functionality and capability. The result is a packaged solution that cannot be matched in-house for the same cost or within the same timescales and that significantly reduces your business risk.

Aptean's Respond software is the intelligent option. Whether you look in terms of cost, risk, functionality or support, our solutions are tried, tested and successful.

Large corporate household names through to niche public sector organisations have all successfully installed an Aptean Respond solution rather than build it themselves.

Are you ready to join them?

More than 5,000 customers around the world rely on Aptean to give them a competitive edge. By providing innovative, industry-driven enterprise application software, Aptean helps businesses to satisfy their customers, operate more efficiently, and stay at the forefront of their industry.

For more information, visit: **www.aptean.com**