

Build or Buy?

10 Reasons to Consider Decommissioning an In-House Case Management Solution

Many organisations have both the IT capability and capacity to build a complaint and feedback management solution in-house. When that system was implemented, was it the solution you originally designed? Was that design even what was needed? Did 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 and developing in-house. Based on why in-house users have switched to Respond, here are 10 points to consider now.

Aptean Respond Will Provide

1. Proven and Measurable Benefits

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

After you've built your own system, there is no protection if the code does not work or cannot be configured how you need it to be further down the line. 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 any additional configurations to your existing in-house system.

In most cases, developing on top of an in-house system 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. Day One Readiness

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.

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

6. Configuration

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. Scalability

The 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 licence. You can start off small and add-in as needed, reaching an enterprise deployment with relative ease.

The latest version 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. The Aptean team has 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. Aptean provides 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 Respond?

Before continuing to configure and develop your own system, consider whether this is the best use of your time, budget and ultimately if there is a chance that the system will not be able to adapt to your future needs.

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.

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 a Respond solution having moved away from a costly in-house system.

Are You Ready to Join Them?

Email us at enquiries@aptean.com or call **01604 614100** to start your Aptean Respond journey.



Aptean provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organizations don't have time to waste forcing homegrown software, spreadsheets, and one-size-fits-all solutions to do things they were never designed to do. Aptean is on a mission to end those workarounds – with industry-specific solutions instead of generic software, expert support instead of making you go it alone, and a steady influx of new ideas instead of the status quo. For more information, visit www.aptean.com.