

Before you replace your systems

Find practical improvements in the tools, data and people you already have.

Start with the outcome

- ☐ What needs to become easier, faster or more reliable? Describe one real example.
- ☐ What happens today, who feels the impact, and what would a useful improvement look like?
- ☐ Choose a measure: time spent, errors, handovers, rework or customer effort. Record a baseline.

Notes: _____

Look at what you already have

- ☐ List the tools, spreadsheets, integrations and manual work that support the process.
- ☐ Ask people who use them what works well, what they work around, and why.
- ☐ Check existing functionality, permissions, configuration and licences before assuming a new product is needed.

Notes: _____

Explore a different arrangement

- ☐ Could a shared definition, named owner or clearer handover solve the problem?
- ☐ Could existing data be connected or collected once rather than repeatedly?
- ☐ Compare three options: improve the process, reconfigure or connect existing tools, replace the system. Include ongoing effort and dependencies.

Notes: _____

Run a small experiment

- ☐ Pick a reversible improvement with an owner, a time limit and a clear measure.
- ☐ Agree how you will protect live operations and restore the previous approach if needed.
- ☐ Review evidence with the people affected. Expand, revise or stop. Replacement may still be right where security, support, capacity or business fit cannot be resolved.

Notes: _____

Want help working through this? Email david.butcher@pivotalinnovations.co.uk