

Choosing the Right Enterprise Software

Stating the obvious: there's no one-size-fits-all software solution for every enterprise and every business need. There's a place for "big box" software: ERP systems like SAP and Oracle and EAM software like IBM Maximo. There's a place for homegrown (aka do-it-yourself or DIY) solutions when you have an IT team with sufficient skill and resources.

So how do figure out what will work best for you given your current and long-term business and technology needs? This article explains key factors to consider as you build your business case and prioritize what matters most.

DevonWay fits just right

DevonWay, a growing, award-winning software company, helps high-reliability, regulated, and complex organizations to operate more efficiently and safely while improving quality. Available in the cloud or on premise, DevonWay **Quality Management (QMS)**, **Environmental Health & Safety (EHS)**, **Asset Management (EAM)**, and **Workforce Solutions** products automate operational workflows, improve productivity and safety, ensure compliance, and provide insight through advanced business intelligence and analytics that business users can use without IT assistance.

Our customers are industry leaders in Energy and Utilities, Government and National Labs, Engineering and Construction, Biopharmaceuticals, and Specialty Manufacturing. Many DevonWay customers came to us after trying to extend their big box or legacy systems, build software inhouse, or integrate multiple point solutions but not achieving their goals.

DevonWay products are 2-3 times faster to implement and lower the total cost of ownership compared to DIY and "big box" legacy systems. Combining out-of-the-box production readiness with no-code configurability, DevonWay products meet customers' unique requirements with enterprise-grade security, scalability, and redundancy. DevonWay Mobile extends DevonWay product functionality to iOS, Android, and Windows mobile devices with easy-to-use mobile features available online and off.

Build or buy? The challenges of DIY

While a DIY approach can be appealing and appropriate. For high-reliability, regulated organizations that require robust workflow, adherence to regulatory or contractual requirements, intuitive interfaces on mobile devices that work online and off, tracking, reporting and analytics, audit trails, security, and data access rules, it's important to consider these points:

Scoping requirements from scratch

When you start from scratch, you miss the benefits of multiple best-practice features that are part of packaged products developed over time with many other organizations like yours solving similar challenges. Despite best intentions, it's easy to fall back on existing processes and approaches instead of

finding new ones. Internal developers may not have domain expertise in quality, asset, environmental health and safety processes, and workforce management processes.

DevonWay products have built-in best practices based on extensive experience in quality, environmental health and safety, and workforce management processes with leading high-reliability enterprises. Our implementation teams excel at using our proven, agile process for requirements gathering and getting implementation projects quickly into production, typically 2-3 times faster than DIY.

Support

Homegrown systems carry the additional burden of ongoing support. When you build it, you own it – you're stuck providing your own ongoing maintenance, integrations, technical support, documentation, and training. That requires dedicating internal resources who deeply understand your homegrown systems and can perform technical maintenance throughout the system lifecycle. Documentation of homegrown systems is time-consuming to create and maintain, so often it's just not done.

DevonWay has deep expertise building, implementing, training, and supporting our software products for our high-reliability customers. It's part of the package.

Total cost of ownership

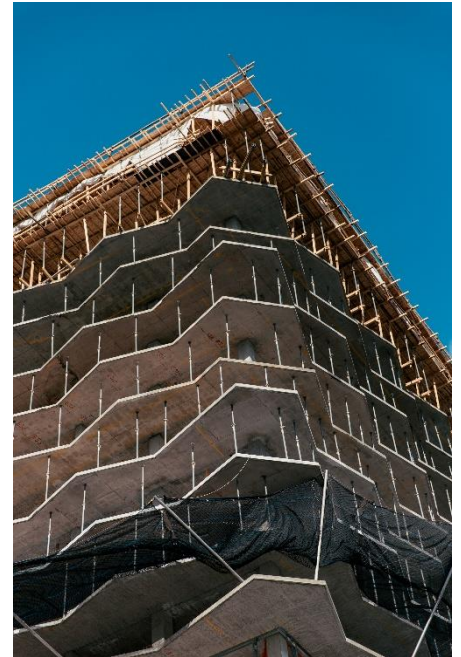
DIY developer tools may offer lower upfront costs, but there are many other costs to consider, including:

- Ongoing maintenance to fix defects; this may require dedicating resources that have sufficient technical knowledge of the tools and systems.
- Cost and maintenance of implementing and ensuring security of interfaces to other systems.
- Cost and time of getting help from tool vendors and/or implementing workarounds when functionality you require is not available from them.
- Technical support, training, and documentation costs when only a small, internal team has sufficient knowledge of how the system is built and should behave.

DevonWay's pricing is based on usage, not number of users, so you pay for what you use. Choose a yearly subscription or perpetual license. Moreover, our pricing is fixed on an annual basis, so you know exactly what to budget for – no hidden or surprise fees. Most customers see ROI in one to two years. DevonWay provides several Support options, ensuring you get response times you need. Defect fixes are always free.

Risk of delays and failure

Nobody wants or intends to fail, but failure is a real risk for enterprise IT projects. ([This article](#) on CIO.com does a good job of explaining risks and suggesting solutions.) And it's not your team's fault: Tool vendors that they rely on may not offer the functionality or technology needed to meet your ongoing business requirements.



Since our founding in 2005, 100% of our implementation projects have successfully gone into production. An ISO 9001 certified company, DevonWay continuously improves the products we build and enhances our platform based on feedback.

Ensuring interoperability and scalability

QMS, EHS, Asset Management, and Workforce solutions work best when they work together. DIY options may not scale to offer the interoperability you'll require. All DevonWay products work together and scale with you.

ERP economics: DevonWay fits best, faster

Most high-reliability organizations have Enterprise Resource Planning (ERP) systems to run core processes and/or Enterprise Asset Management (EAM) systems (we call them "big box" systems). These systems are powerful workhorses, but few would describe them as easy to implement. They work best for applications well-suited for waterfall development, where you scope all requirements in advance, build the solution, then roll it out.

Where they typically do not excel is fast, agile implementations, flexible and configurable workflows, quick configuration changes to meet changing requirements, integration with other systems, self-service reporting without IT, and upgradability after customizations.

Many of our customers have tried and failed to implement Corrective and Preventive Actions in their big-box system, and subsequently succeeded with DevonWay.

Most Quality Management, Environmental Health and Safety, Asset Management, and Workforce Management applications are best implemented agilely – that is, quickly configured with multiple stages of user feedback and testing throughout a faster implementation – and with anticipation of the need for agile changes once in production. They often require configurable workflow

Upgradability and security

Big-box system can be challenging and expensive to configure. Customizations can cause ripple effects that cause errors in other processes. Furthermore, customizing big-box software can limit your ability to take upgrades quickly, which is especially important when it comes to security upgrades, which you must take and implement quickly to avoid vulnerabilities.

DevonWay products excel in your ability to configure them quickly and easily, in many cases by business users. DevonWay products are always upgradable and backwards compatible.

Total cost of ownership

In most cases, TCO for DevonWay is substantially lower than for big-box solutions, in large part because those systems don't meet workflow and configurability requirements out of their box. And adding on to



existing ERP and EAM systems can cause a range of support issues (fix one thing here, something breaks over there). Meanwhile, business users are left waiting, unable to save time and improve processes that would save money too.

Integration of processes and data

Big-box systems don't always play well with others. For example, SAP is known to be challenging to integrate (as discussed by their own online user community). DevonWay enables secure interoperability with other systems through an open REST API

Change frequency and speed

Big-box systems do not excel at speed or cost of configuration. When inevitably you need to make changes in the future, those changes don't happen quickly. The result for many organizations is that their end-users devise workarounds and manual processes, which become a nightmare for IT and for business owners.

DevonWay products excel at quick configurability, in many cases by business users, thus reducing IT costs and avoiding the headaches of workarounds. They're also extremely fast to implement and are better able to meet specific requirements.

Ease of use

Big-box systems may not offer the configurability and flexibility you need for ease of use, such as intuitive mobile interfaces.

DevonWay products are highly configurable and, in many cases, require little configuration to engage users and streamline processes, screens, and workflows to simplify the user experience. They run also on mobile devices, online and off.

DevonWay differentiators

With DevonWay, you get a just-right fit. Our secure, production-ready, no-code software products are fast to implement and configurable to meet your exact requirements. And our outstanding technical team provides ongoing support, training, and documentation. They run on our unified no-code DevonWay Platform, for ground-up interoperability.

- **100% implementation success**
- Business intelligence built-in: reporting, trending, alerts, and notifications
- DevonWay Mobile native on iOS, Windows, and Android – online and offline – with user-friendly features like mobile procedures and forms, geolocation, image mark-up, and more
- SaaS-hosted or customer-hosted, with no difference in functionality
- Secure interoperability with other systems through an open, secure REST API
- Usage-based pricing (not user-based), so everyone who needs it can have access without additional cost

Visit www.devonway.com for more information and to contact us.

