

SELECTING THE RIGHT SI Partner

THE 5 MOST COMMON PROBLEMS WITH SI PARTNER SELECTION AND THE SOLUTIONS

PROBLEM 1: LACK OF CLARITY IN REQUIREMENTS

When an organization decides to implement Xactly, one of the common hurdles they face is the lack of clarity in defining their requirements. This lack of clarity can lead to misunderstandings between the organization and the SI Partner responsible for the implementation, resulting in poor outcomes. This means the implementation may not be aligned with the organization's needs, resulting in a system that fails to deliver the desired results.

SOLUTION

- SI Partners must help organizations define their business goals, challenges, and desired outcomes before engaging with potential SI Partners. [Canidium's Scope of Work process is notoriously thorough and organized.](#)
- Clear communication channels and documentation are crucial in establishing a shared understanding of project requirements. Any experienced [project management](#) firm will have a process in place for this.

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PROBLEM 2: INSUFFICIENT EXPERTISE IN XACTLY IMPLEMENTATION

Xactly is a sophisticated software solution that addresses complex SPM challenges for organizations across various industries. Due to the intricate nature of the software and the specific requirements of each industry, finding an SI Partner with the right skill set is paramount.

Organizations may struggle to identify an SI Partner with the expertise and experience necessary to navigate the complexities of the Xactly software and provide practical solutions tailored to their unique business needs. Many SI Partners may claim expertise in this field. At Canidium, we go to great lengths to stack our team with industry insiders and experts.

By partnering with an SI Partner with the right skill set, organizations can leverage the full potential of the Xactly software to drive business growth and profitability.

SOLUTION

- Seek SI Partners with a proven track record in implementing Xactly or similar SPM optimization solutions.
- Evaluate the SI Partner's technical competence by assessing their consultants' certifications and experience.
- The SI Partner should actively showcase their expertise through case studies and references from previous successful implementations.

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PROBLEM 3: LACK OF TRANSPARENT COMMUNICATION

In any project, the importance of effective communication cannot be overstated. Clear and concise communication is the foundation of a successful project implementation.

Poor communication can lead to misunderstandings, delays, and frustration among stakeholders. It can cause confusion and misinterpretation of instructions and requirements, ultimately resulting in a project's failure. Establishing good communication channels and protocols early on in the project's lifecycle is essential.

To ensure effective communication, it is essential to understand the communication needs of all stakeholders. This involves identifying the stakeholders, their communication preferences, and the required information. It is also necessary to establish a communication plan outlining the communication channels, frequency, and methods used throughout the project.

SOLUTION

- Your SI Partner should establish clear communication channels and protocols from the beginning of the engagement.
- Request regularly scheduled status updates and project meetings to help keep all stakeholders informed and aligned with the project's progress.
- Your SI Partner should implement project management tools to facilitate transparent communication and collaboration.

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PROBLEM 4: SCOPE CREEP

Scope creep, which refers to uncontrolled changes made to the project scope, can significantly impact project timelines and budgets, ultimately leading to project dissatisfaction.

Scope creep can occur when additional requirements or features are added to a project without proper planning or consideration, causing delays and budget overruns.

Less experienced SI Partners will sometimes underbid a project to obtain a client and submit many change requests later in the project, resulting in a higher price tag.

It is crucial to manage scope creep effectively to ensure that project goals are met within the given time and budget constraints.

SOLUTION

- Work with your SI Partner to define the project scope meticulously in the initial agreement, outlining deliverables, functionalities, and timelines.
- Implement a change control process to evaluate and document proposed changes if they occur.
- Request that your SI Partner regularly review the project scope, ensuring adjustments align with the project's goals, objectives, and budget constraints.

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PROBLEM 5: INADEQUATE TESTING PRACTICES

One of the most critical aspects of Xactly implementation is testing. Insufficient testing can lead to many issues, including discovering problems after launch. When this happens, it can cause severe disruptions to business operations.

Inadequate testing may result in system malfunction, leading to unexpected errors or system crashes. If these issues are not identified and resolved before the system goes live, it can cause significant problems for organizations. Not only can it result in lost productivity, but it can also lead to financial losses, reputational damage, and even legal consequences.

It is crucial to conduct thorough testing to ensure that all aspects of the system are functioning correctly and to identify any potential issues before the system goes live. This will reduce risks and ensure that business operations can continue without disruption.

SOLUTION

- Ask your SI Partner to develop a comprehensive test plan, covering functional, integration, and user acceptance testing.
- Your SI Partner should create detailed test cases and scenarios to ensure thorough coverage of the system's features.
- Prioritize testing throughout the implementation process to identify and address issues proactively.

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CHOOSING THE RIGHT PATH FORWARD

Selecting the best SI Partner for implementing Xactly requires a strategic and meticulous approach. Organizations can confidently navigate the selection process by understanding and addressing common challenges, such as unclear requirements, lack of expertise, communication issues, scope creep, and inadequate testing.

The key to Xactly implementation success lies in proactive communication, collaboration, and a shared commitment to the project. With the right SI Partner and a well-defined strategy, organizations can unlock the full potential of Xactly and drive transformative change in their sales strategies.



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