



# **Future-Proof Your Capital Program Management Strategy**

**Five Signs That Your Program  
Management Information Solution  
is Not Ready for the Future**

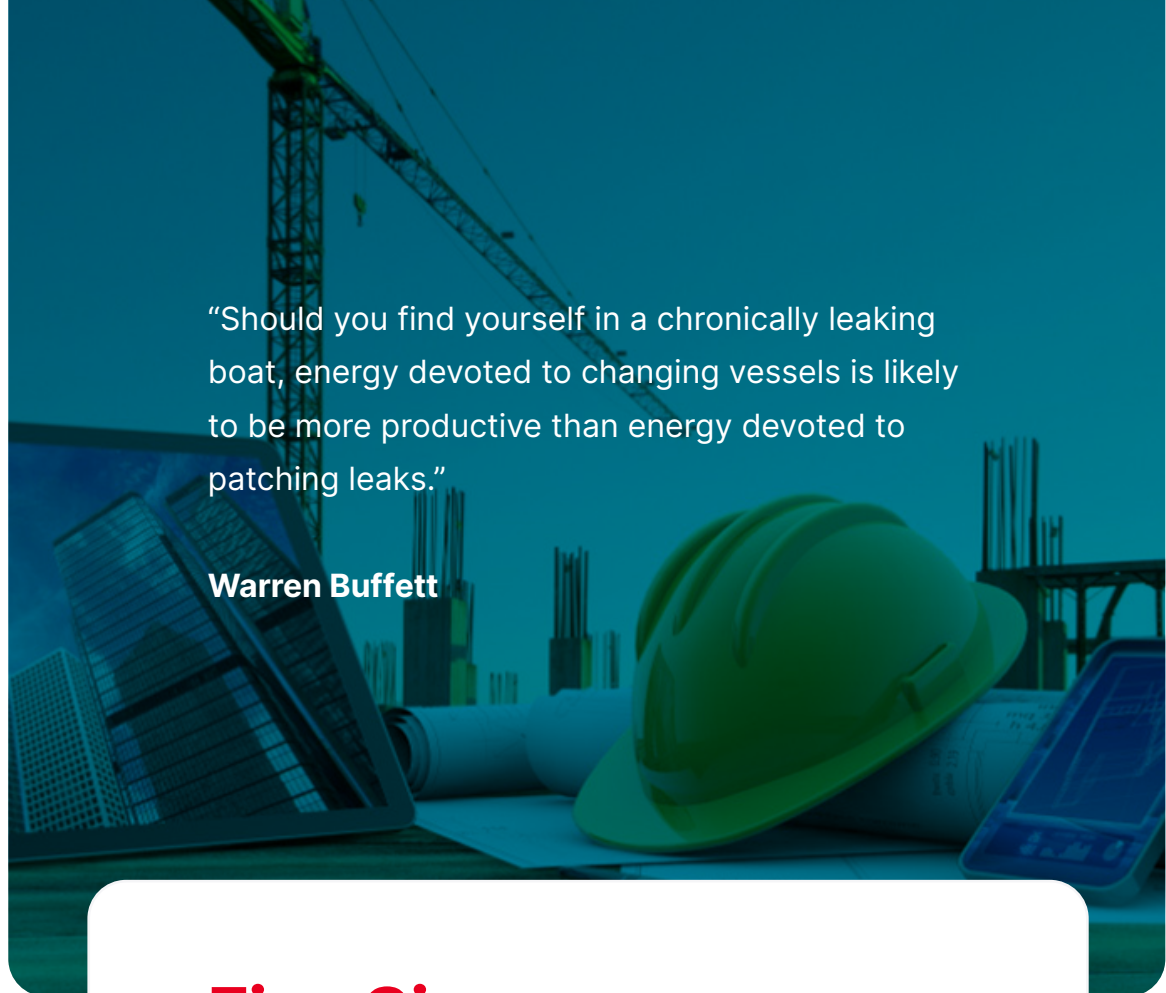
# The Future Holds Promise for Owners Who Have a Digital Advantage

Continuous improvement is a key driver for scaling your capital portfolio. As an owner, you want to leverage the latest software technologies that enable and support future growth.

Technology is a critical element for a successful capital program management strategy. However, as the competitive landscape intensifies and the pace of change accelerates, many legacy technology solutions in the market today, along with the myriad of gap solutions, will be unable to meet the needs of owners seeking competitive advantage through agility and the adoption of lean practices.

To remain up-to-date, owner organizations have invested in newer, out-of-the-box offerings designed to modernize how funding, scheduling, budgeting, payments, reporting, etc. are managed. However, the practice of continually purchasing new software to replace old software can be costly, cumbersome, and time-intensive to implement. Moreover, you will still be stuck managing numerous, disparate tools to effectively run your capital programs.

Fortunately, you can choose a better way to assure future-readiness: invest in a project management information system (PMIS) that facilitates effective, efficient growth.



“Should you find yourself in a chronically leaking boat, energy devoted to changing vessels is likely to be more productive than energy devoted to patching leaks.”

Warren Buffett

## Five Signs Your Boat is Leaking

This document will walk you through the five critical warning signs indicating that the technology you are using to run your capital programs is not capable of taking you where you need to go a year or even five or ten years down the road. The signs are as follows:

1. **Difficulty for Users**
2. **Lack of Flexibility and Agility**
3. **Scaling is Challenging, Costly and Time Consuming**
4. **Insufficient Security Compliance and Controls**
5. **Too Many Tools**

# 1

## Difficulty for Users

Successful technology adoption depends on its ease of use. If the system you are using to manage your capital programs is non-intuitive, complex, and cumbersome, it will almost certainly lead to underutilization of the system. As we all know, software sitting on the shelf delivers no value to your organization.

“Although technology should make tasks faster and easier, it doesn’t always succeed... many organizations are actually watching their operations slow down due to underutilization of technology.”

**A Forbes.com article about driving user adoption**

The right PMIS platform with the user in mind will:



**Drive engagement**



**Empower and assist users**



**Facilitate adoption and lead to significant user satisfaction**

But how can you tell if your current system is too complex to use? Just ask yourself the following questions:

- Are users complaining about process complexity?
- Do they have to navigate multiple screens and systems to accomplish a single task?
- Are users still working outside the system in spreadsheets?
- Are errors occurring far too frequently?
- Are deadlines still being missed because of the workload?

A modern, intuitive user experience is essential for improving organizational performance and achieving high returns on your PMIS investment today and into the future.

### **Usability Checklist:**

#### **An Integrated Format**

Consolidate your methodologies in a single, comprehensive, and centralized solution to simplify the management of large, complex projects. It will also be important for enabling users to seamlessly move from project to project within a program without having to constantly log in and out of the system.

#### **Engaging Interface – User Interface (UI) and User Experience (UX)**

A modern, intuitive interface and experience, complete with customizable dashboards and specific user navigation, drives high levels of adoption among team members with varying levels of technical expertise. (Adoption has everything to do with how the system is designed, not with what the system can do.)

#### **Collaboration Tools**

Effortless ways for users to share data, documents, and workflows across all applications and projects.

#### **Simple User-Access Control**

The ability to add new employees, new teams, and new departments with ease as well as manage all aspects of each user’s account.

#### **New Program Ramp-Up**

Look for a tool that allows you to easily stand-up new programs and associated projects.

# 2

## Lack of Flexibility & Agility

Software as a Service (SaaS) emerged in the 1990's as alternative to premise-based legacy systems. The challenge with these solutions is they are one size fits all. Over time, as you try to "make it your own", it will not conform to how you want to run your programs and will not deliver the agility to adapt and innovate as your business continues to evolve.

"The only sustainable advantage you can have over others is agility, that's it."

**Jeff Bezos**

Unfortunately, a 100% custom solution is not the answer either, given the high cost of development and maintenance. In addition, by the time the PMIS is designed and deployed, you will already have changes you want to make, leading to even more time and money spent leaving you asking yourself, "When do I get to use the system I purchased?"

Instead, look for technology that can minimize "time-to-value," meaning you can be up and running in weeks. This will ensure you have the

flexibility you need to run your programs the way you want to run your programs, not the other way around. Best-in-class solutions will allow you to implement a "low-code platform." This will ensure accelerated delivery of business processes with significantly lower initial installation and go live costs. In addition, updates and enhancements to the system are almost invisible to the end user.

"By 2023, over 50% of medium to large enterprises will have adopted an LCAP as one of their strategic application platforms, and by 2024, low-code application development will be responsible for more than 65% of application development activity"

**Gartner**



How can you assess whether your system will deliver the flexibility and agility you require? Ask yourself these questions:

- Do you have to call your vendor when you need a new report, dashboard, or workflow created?
- Are you constantly paying for new features and modifications to fit how you are running your programs?
- Is it difficult to drive best practices that deliver program efficiency?
- Does it take time and money to make updates or changes to your system in order to respond to market disruptions or act on promising opportunities?
- Are you having issues deploying the system across your network to be used everywhere and by every user involved in the program?

If the answer to any of these questions is yes, it is time to evaluate how you are running your capital programs.

Your capital program technology must allow you to leverage extensive configurability to meet your organization's current and future needs. Therefore, invest in a PMIS that is multi-dimensional in terms of flexibility so that you can expand its functionality and augment its value.

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## Flexible and Agile Checklist:

### Adaptability

Configure and adapt the PMIS technology to address a specific industry, competition, or other opportunities as they arise to keep your business agile and relevant.

### Alignment

Align the PMIS technology with your own internal business best practices using configurable dashboards as well as customizable workflows that focus on your specific key performance indicators.

### Improvement

The PMIS should offer advanced analytics and reporting solutions. These capabilities ensure that you have the power to improve current performance and plan future performance.

### Rapid Results

A platform that you can get up and running in a matter of days or weeks, not months, to rapidly improve how you manage your program collaboration, costs, documents, and processes is a must!

### Out-of-the-box Useability

No customizations or changes are needed before diving in, due to pre-built processes and a low-code platform.

### Automated Workflows

A platform having a high level of automation that reduces clicks and keystrokes to increase efficiency, productivity, and user gratification while also minimizing rework.



## Scaling is Challenging, Costly and Time Consuming

A mistake made by many owner organizations is they become comfortable with the point solutions or PMIS tool they have today to manage their capital programs. Gaps and workarounds become part of everyday life.

You need to be confident in knowing how you are running your programs today will be able to manage increased workload and increased number of users. Having a scalable PMIS will:

- Save you time and money when your organization and the demands of the market continue to grow and change.
- Save time and disruption to your operations as you will not have to introduce new technology to constantly fill gaps every few years.
- Allow you to plan for your needs today but be ready to take on the needs of tomorrow.

How do you know if your PMIS will scale? Ask yourself these questions:

- Does the response time of the system depend on how many users are logged in at one time?
- If you are running 1 or 20 reports at a time, does the system lag?

- Are you worried about a situation wherein if you had to add 100 new users tomorrow, how the system will support the additional workload?
- Are you experiencing more than 1% of unplanned outages?

If you answered yes to any of these questions, brush up on your change management skills because you will most likely be deploying a new enterprise PMIS in the next year!

No one can predict what your organization will look like next year, let alone in five years, but planning and being ready is an industry best practice. The following includes some things to consider.



## Scalability Checklist:

### System Uptime

Understand the performance of the proposed solution for the past 12 months.

### Stress Test

Inquire if the system has been stress tested; ask to see the data and talk to existing customers who have the number of users you are predicting. Take particular interest in the number of simultaneous users, time of day, and function being performed.

### Product Roadmap

Make sure the vision of the product roadmap is aligned with your business priorities.

# 4 Insufficient Security Compliance and Controls

Knowing your data is secure is critical for sound management of capital programs. If your current software programs do not fully protect against data leaks, hacks, manipulation, and theft, then your capital programs and data are at risk.

When it comes to security and compliance, your PMIS partner should walk the walk, not just talk the talk. This is non-negotiable. The following are not just industry, but overall cyber best practices regarding security.



## Modern Security Checklist:

### Compliance

Demand a system that meets the highest standards of data security and boasts a comprehensive set of compliance certifications. Service Organization Control (SOC) 2 compliance and federal risk and authorization management program (FedRamp) compliance are especially credible and beneficial owing to their rigid qualification requirements.

- SOC 2 is an auditing procedure that ensures your provider securely manages your data to protect the interests of your organization.
- FedRamp standardizes security assessment and authorization for cloud products and services used by U.S. federal agencies.

### Controls

Look for a robust permissions framework that lets you have complete control, down to the field level, over user accessibility to data. This ensures that only the right people have access to the right information at the right time.

### Versatility

The system should effectively maintain and securely store project and building information to comply with all necessary security requirements. Look for adequate measures, such as hardware security and encryption technology.

### Verification

You want a PMIS that performs tracking and checking to ensure everything remains in compliance to your organization or industry requirements.

### Experience

Your PMIS provider should have a track record of supporting owner projects ranging from small to large and from domestic to international.

### Multi-Factor Authentication (MFA)

This provides an additional line of security and compliance across your entire program for people accessing your PMIS.

# 5 Too Many Tools

Managing a capital program has become more complex, requiring organizations to implement multiple point solutions to manage all the moving parts. From excel, scheduling tools, bid management, the good old F: Drive, just to name a few, your project critical data is all over the place!

This is a recipe for data errors, outdated or missing data, and wasted time among the team. In addition, trying to get a complete picture of how your programs are running will require a lot of “cut and paste.”

Integrating your PMIS with the solutions specific to your industry, or having the option to eliminate some point solutions you are paying for will deliver the following:

- Improved efficiency
- Collaboration between teams
- Data quality
- Transparency and visibility to all program details
- Cost savings



## Ecosystem Management Checklist:

### Consolidation

The system should merge all the tools you need to manage capital projects from inception through turnover.

### Efficiency

It should be designed to eliminate the waste of time, unstructured data, and project errors often caused by the use of multiple, disparate software systems.

### Relevancy

Ideally, you want a PMIS to have a built-in suite of owner best practices that help make growth possible.

# Do You See One or More Signs that Your Capital Program Technology Lacks Future-Readiness?

If yes, then there is little doubt that a change is in order and it is time to take action. This means making a top-down financial commitment to investing in a future-proof PMIS platform so that your organization can embrace greater agility, scalability, and innovation. Executive leadership buy-in for this type of investment will help cut through bureaucracy and clear a path to widespread support across your organization.

When you invest in an innovative technology platform, you will also attract top-notch talent. Millennial and Generation Z recruits grew up with fast-paced digital technology, and they fully expect to use it on the job.

## Confidently Move into the Future with the Right PMIS

Your future-proof capital program PMIS will deliver the following:

- Ease of use for all end users of the system – internal and external.
- A flexible and agile solution to work with your business process today, and tomorrow, delivering the assurance that regardless of how much stress is put on the system, the performance will remain the same.
- Updated and approved compliance and controls.
- A single source of truth into the health of each program.

“Current leaders who have invested in technology and innovation are already developing the skills and operating model to succeed.”

**KPMG Future-Ready Index: Leaders and followers in the engineering & construction industry**



**Choose Kahua** | Kahua is a leading provider of capital program and construction project management software, enabling innovation that is changing the way that capital programs are planned and delivered. Kahua's purpose-built solutions for owners, program managers and contractors enable rapid implementation that minimizes time-to-value and enhances user adoption. And with the industry's only low-code application platform, customers can easily customize existing Kahua apps or even build their own new apps to run their business at peak efficiency today and rapidly adapt as business conditions dictate.

**Want to learn more? Contact us today at: [connect@kahua.com](mailto:connect@kahua.com)**

