

# Successful software implementations

A structured approach to implementing digital cost engineering solutions

## Agenda:

- Introduction
- Implementation of digital solutions
  - Reasons
  - Challenges
- Structured implementation approach
  - Front-End Loading (FEL)
  - Steps explained
- Q&A

## Speaker

Jos van der Stelt

- Director of Professional Services for Cost Engineering Consultancy & Cleopatra Enterprise
- Advises companies that need turnaround management solutions on digital tools and services

## About Cost Engineering Consultancy

For 25 years, empowering organizations to improve their project and TA performance



Cleopatra Enterprise



Cost Database (CESK)



Consultancy Services



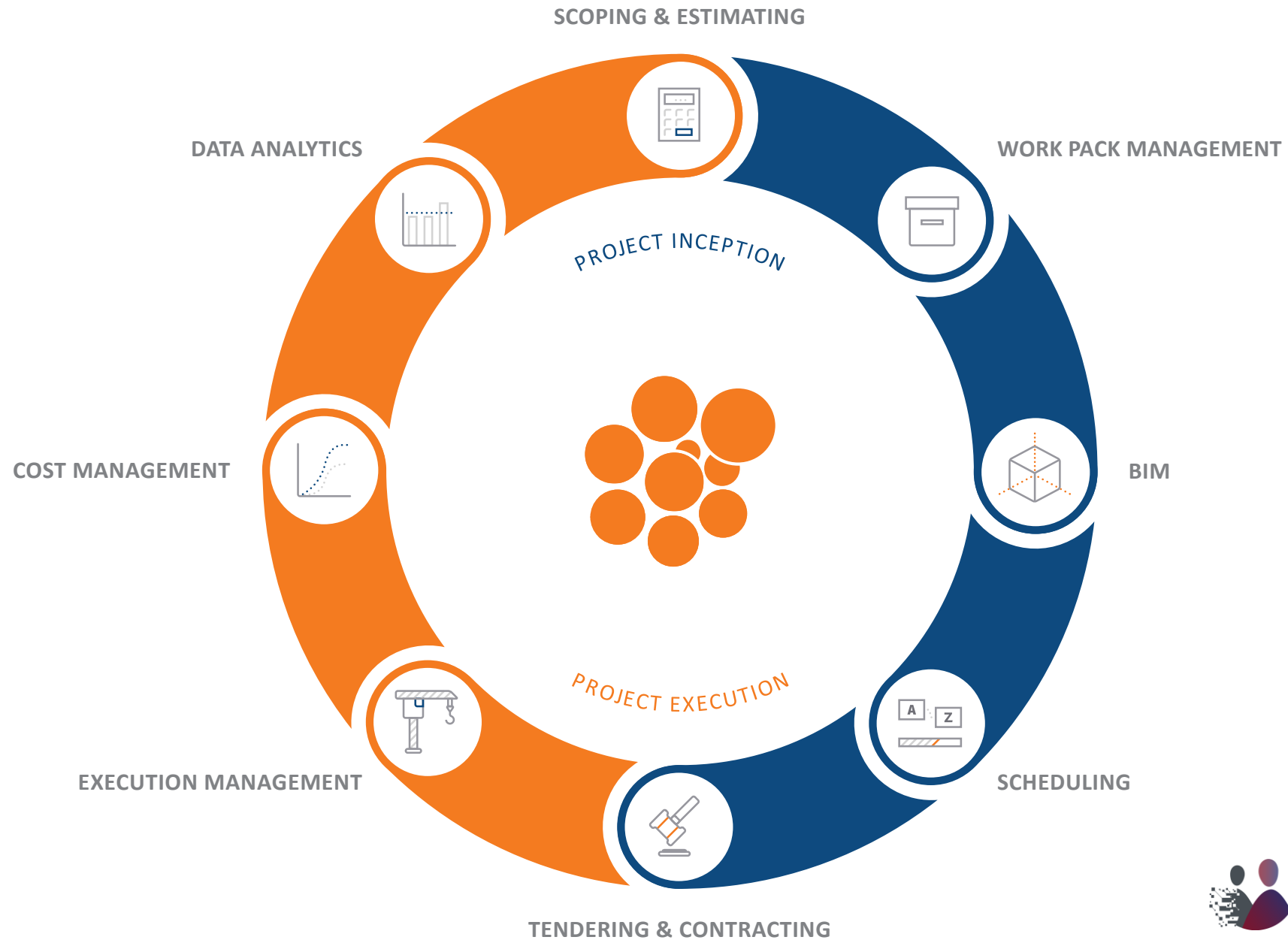
Cost Engineering Academy

## Some of our clients

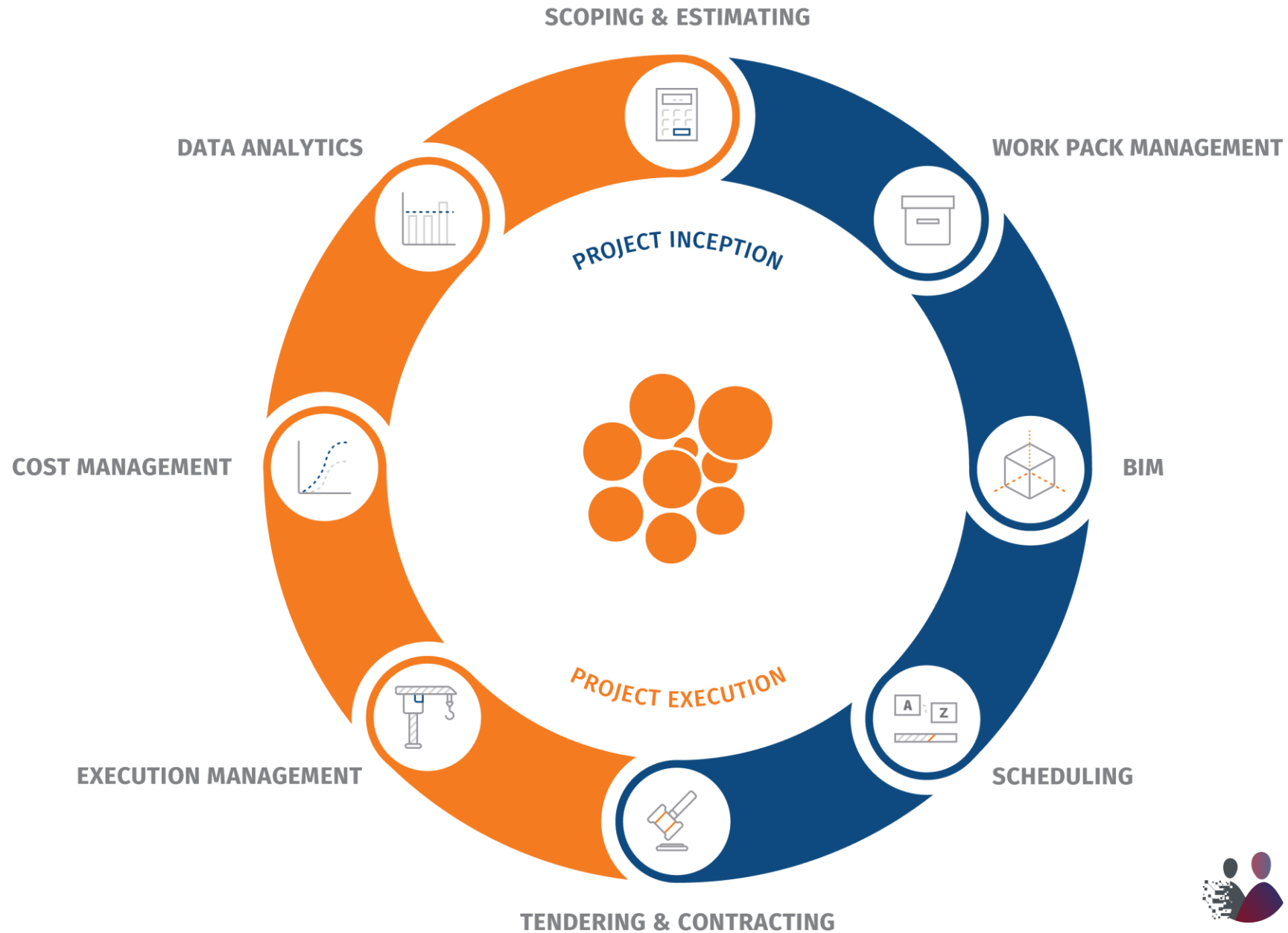


- Bulk storage
- Construction industry
- EPC(M)
- Food and Nutrition
- Infrastructure
- Offshore
- Oil & Gas industry
- Heavy industry
- Pharmaceutical industry
- Petro-/chemical industry
- Power industry
- Mining & Minerals

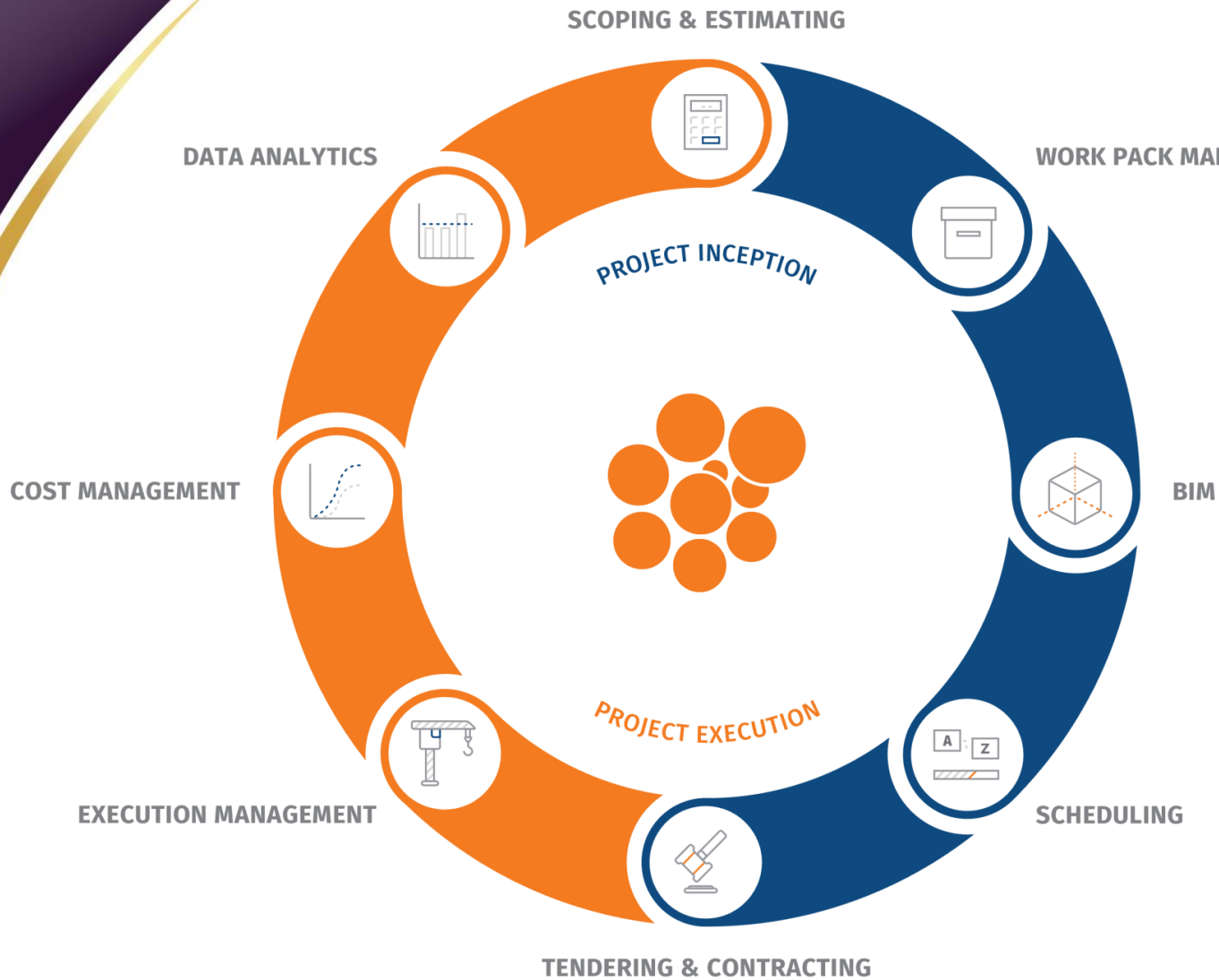
# How to improve the Project Performance?



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**Cleopatra Enterprise**



**CESK Data**



**Academy**



**Consultancy**

 **CLEOPATRA**

 **Project Controls**  
EXPO



# Implementation projects

Reasons & Challenges



Digital solutions

## Digitalization

“The amalgamation of digital technologies into our day-to-day work.”



## Why digitalize?

Improve total cost management processes:

- Quick exchange of information on worldwide scale
- Consistency, so quality improvement
- Save time
- Data analytics

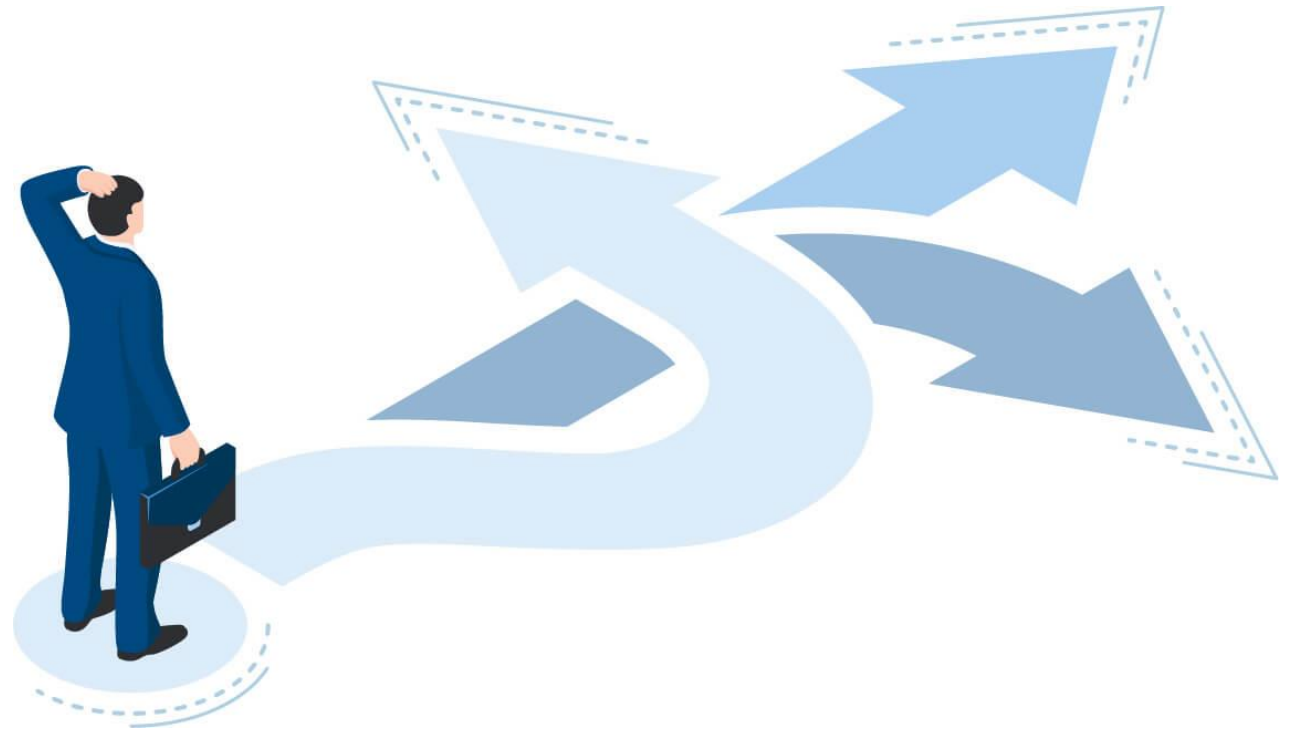


Capital project costs decrease up to 45% [1].

[1] McKinsey: S. Blackburn, J. Galvin, L. LaBerge, and E. Williams. *Strategy for a digital world*, October 8, 2021.

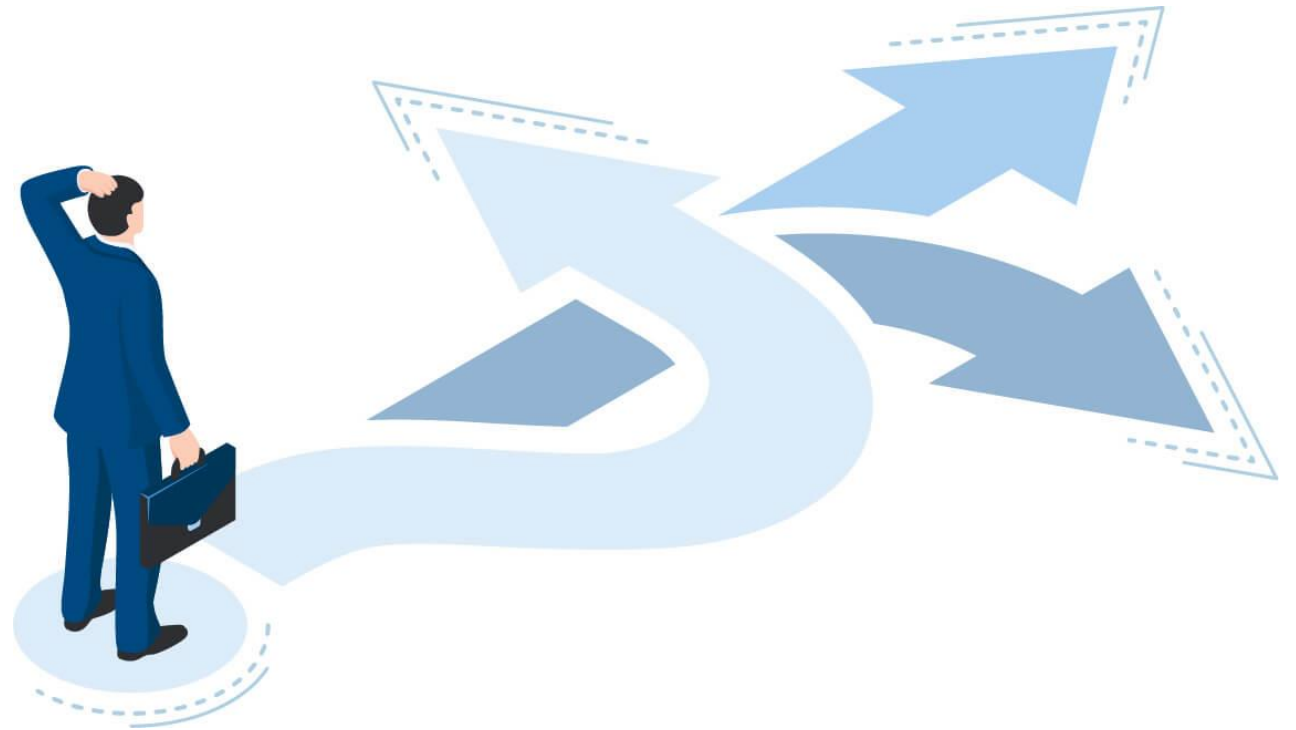
## Common challenges

1. No standardised work process



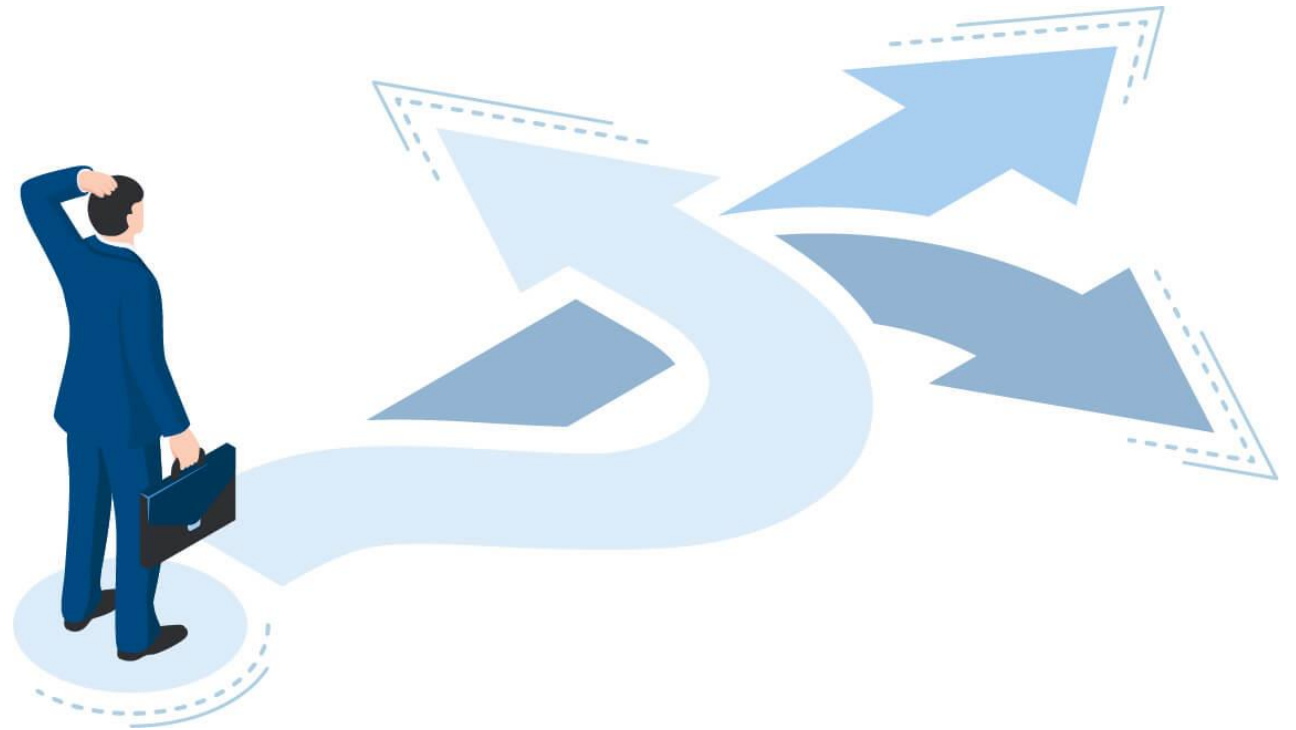
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## Common challenges

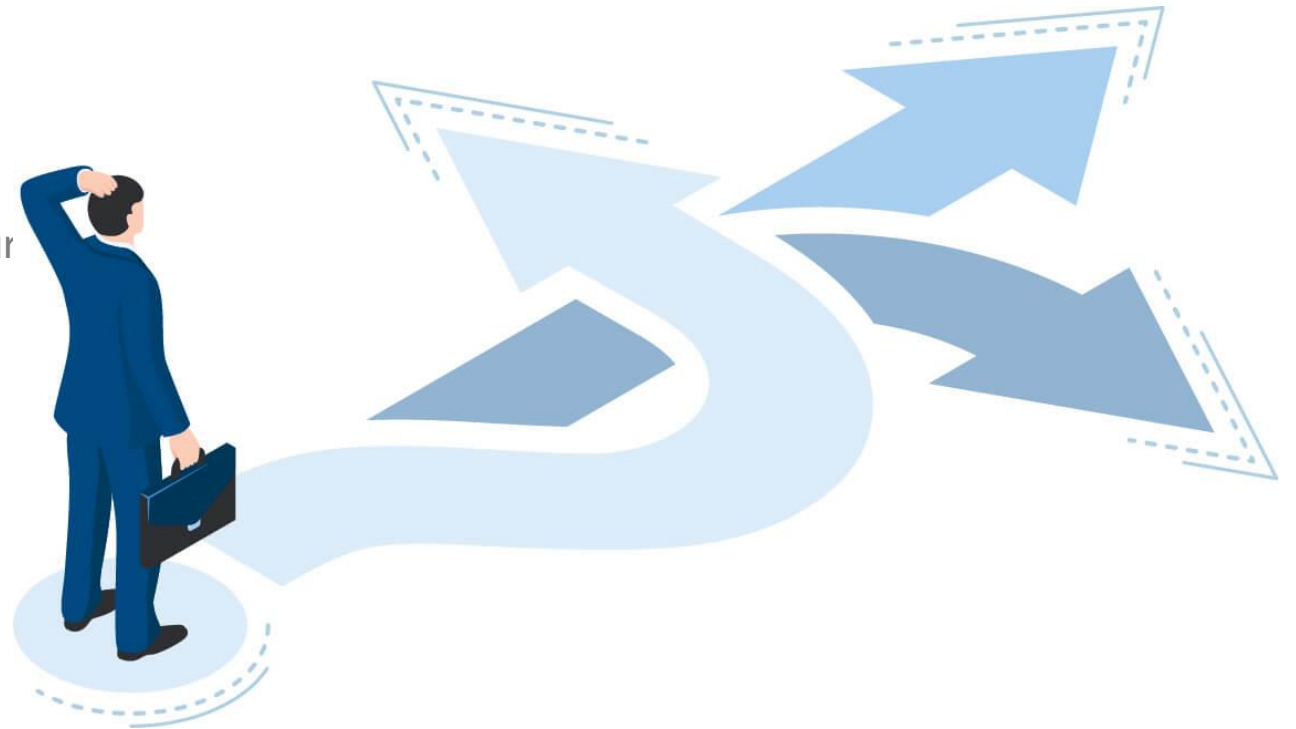
1. No standardised work process
2. No harmonisation and integration
3. Lack of time resources
4. Integration within current IT architecture





## Common challenges

1. No standardised work process
2. No harmonisation and integration
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4. Integration within current IT architecture
5. Security regulations





## Common challenges

1. No standardised work process
2. No harmonisation and integration
3. Lack of time resources
4. Integration within current IT architecture
5. Security regulations
6. Resistance to change





“

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***The measure of intelligence is the ability to change.***

- Albert Einstein

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”

## Reasons for resistance

- Afraid of the unknown
- No clear need for change
- Perceived loss of power/control
- Lack of understanding
- No trust in management
- Previous negative experience
- Afraid for more work



# Structured approach

Implementation of digital solutions



Project environment

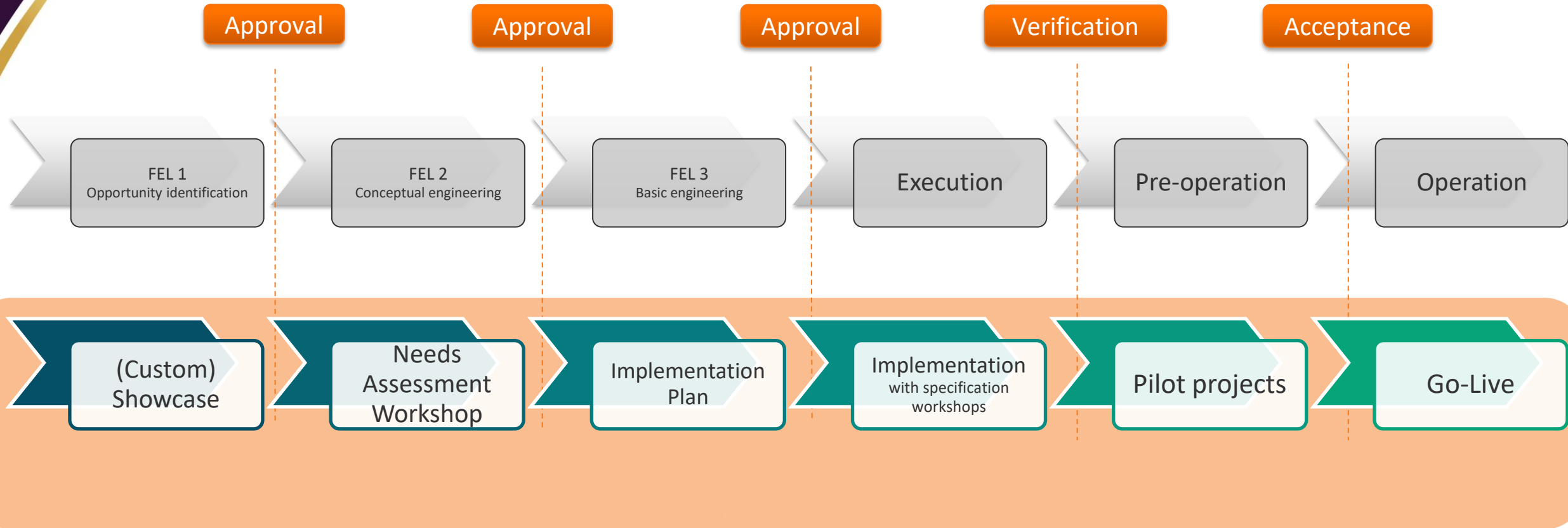


## Implementation Approach

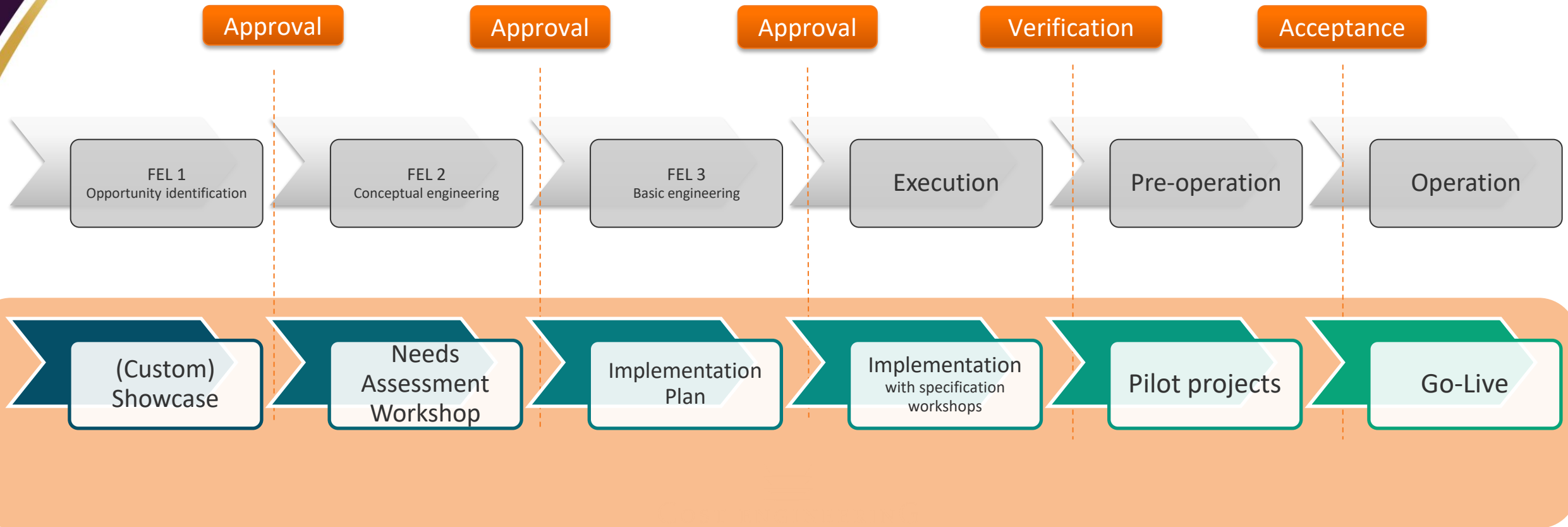
- Cleopatra Enterprise
- Other software tools



# Cleopatra approach



# Cleopatra approach

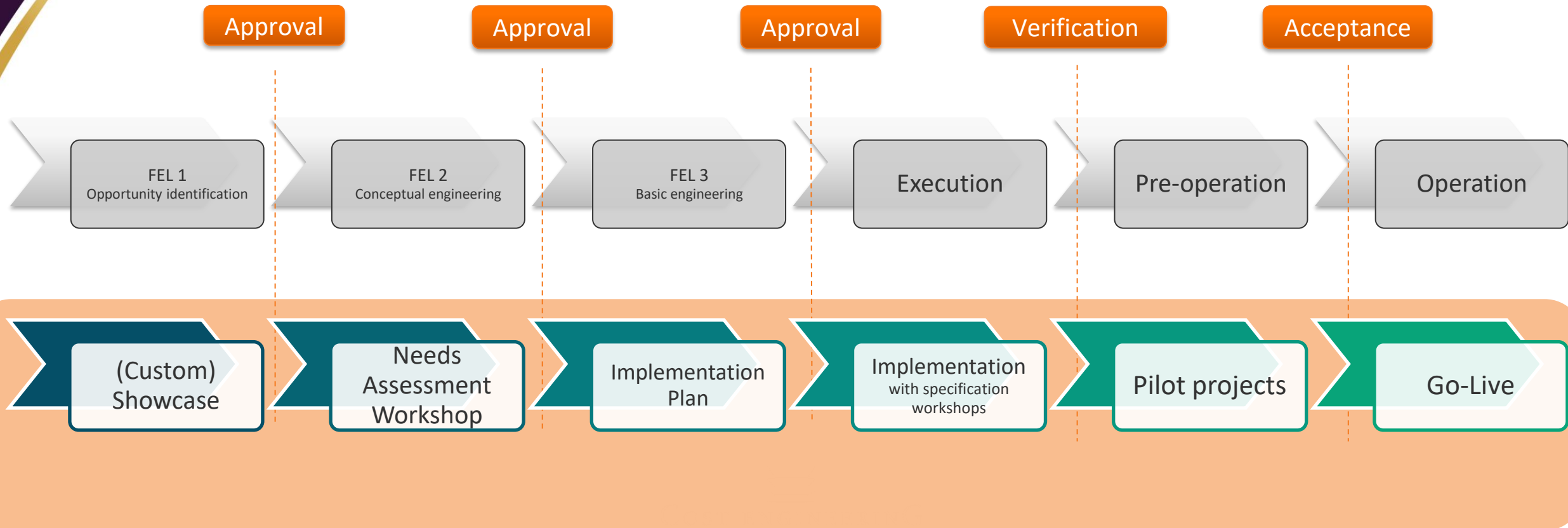


## 1. Exploration for new software tool

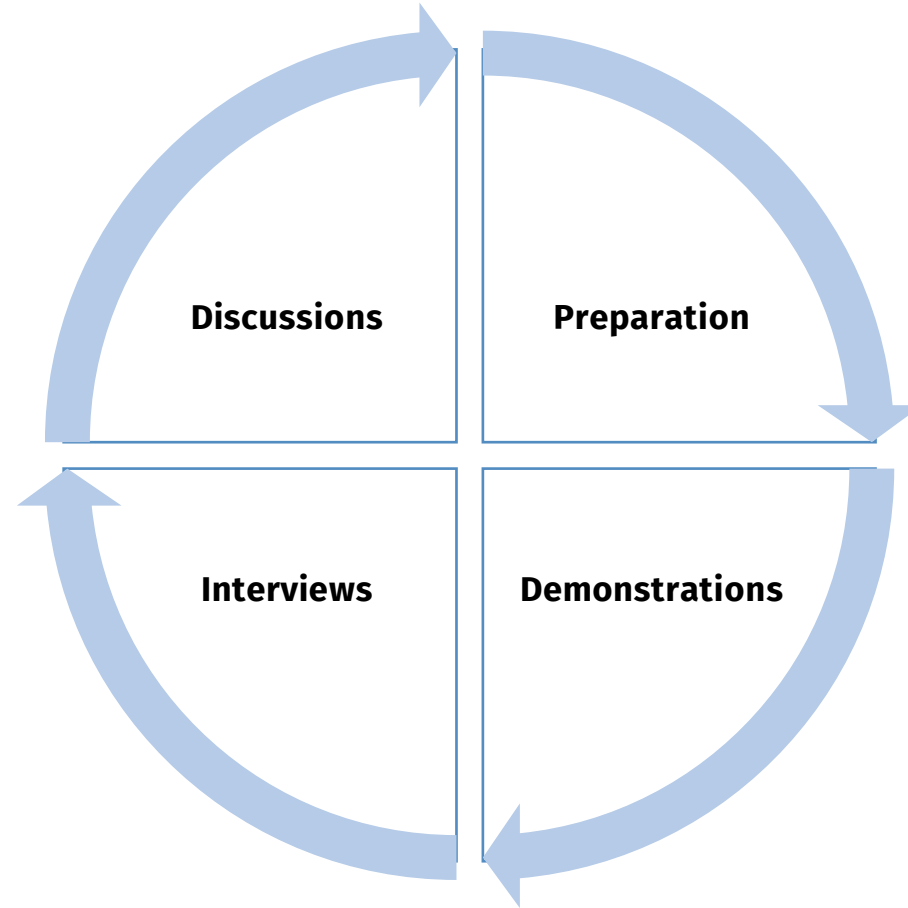
- Identify current issues
- Demonstration tool
  - Clear, but not too overwhelming
  - Customise for recognition own data/methods
  - Discuss solutions
- Management and end-users involved



# Cleopatra approach



## 2. Needs Assessment Workshop



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Fully investigate the current problems



Mutual understanding requirements



Define success criteria



Proof of concept

Select the best solutions



Explore IT landscape for a smooth deployment



Discuss potential issues

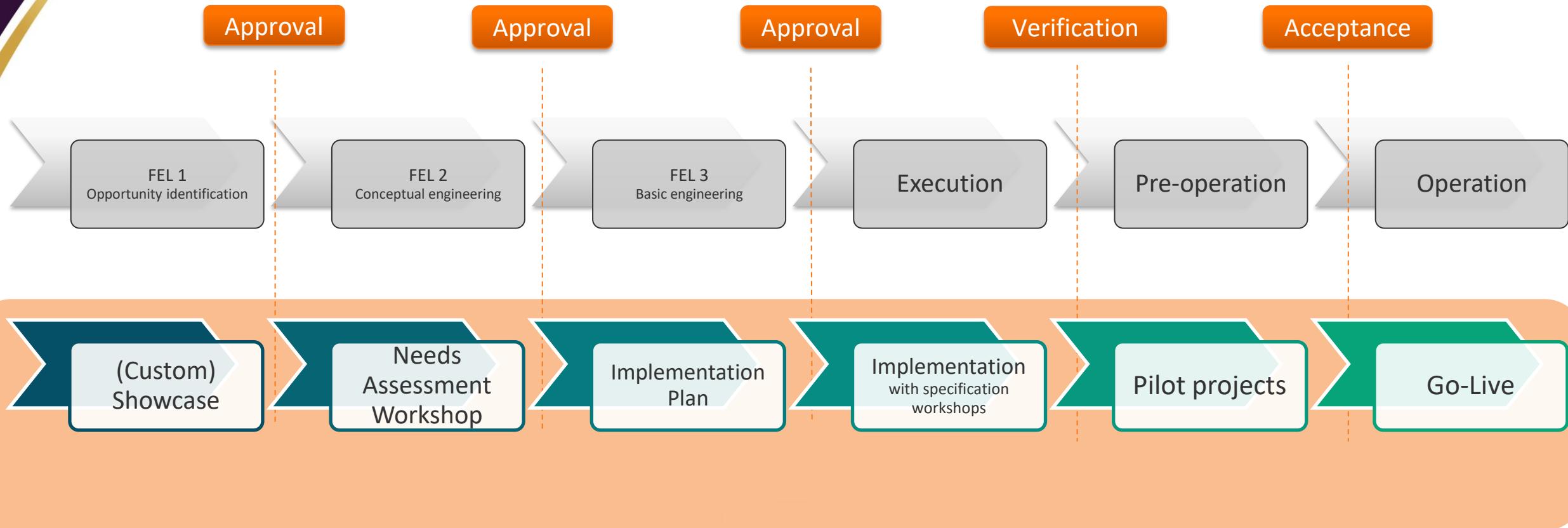


Buy-in all stakeholders



Give insight in implementation effort/time/cost

# Cleopatra approach



### 3. Implementation plan

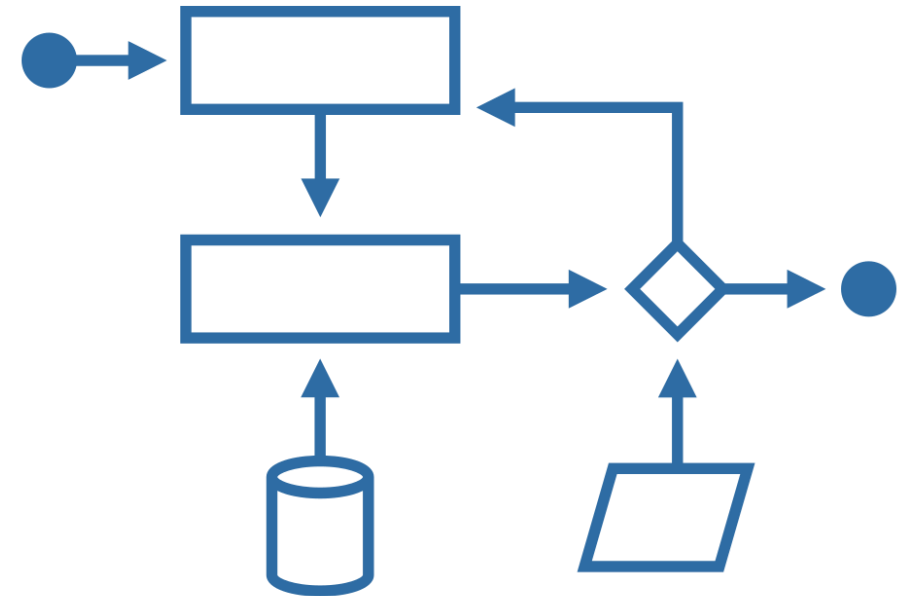
- Findings workshop
- Detailed out final solution
- Work process (diagram)
  - Optimized
  - Standardized
  - Harmonized



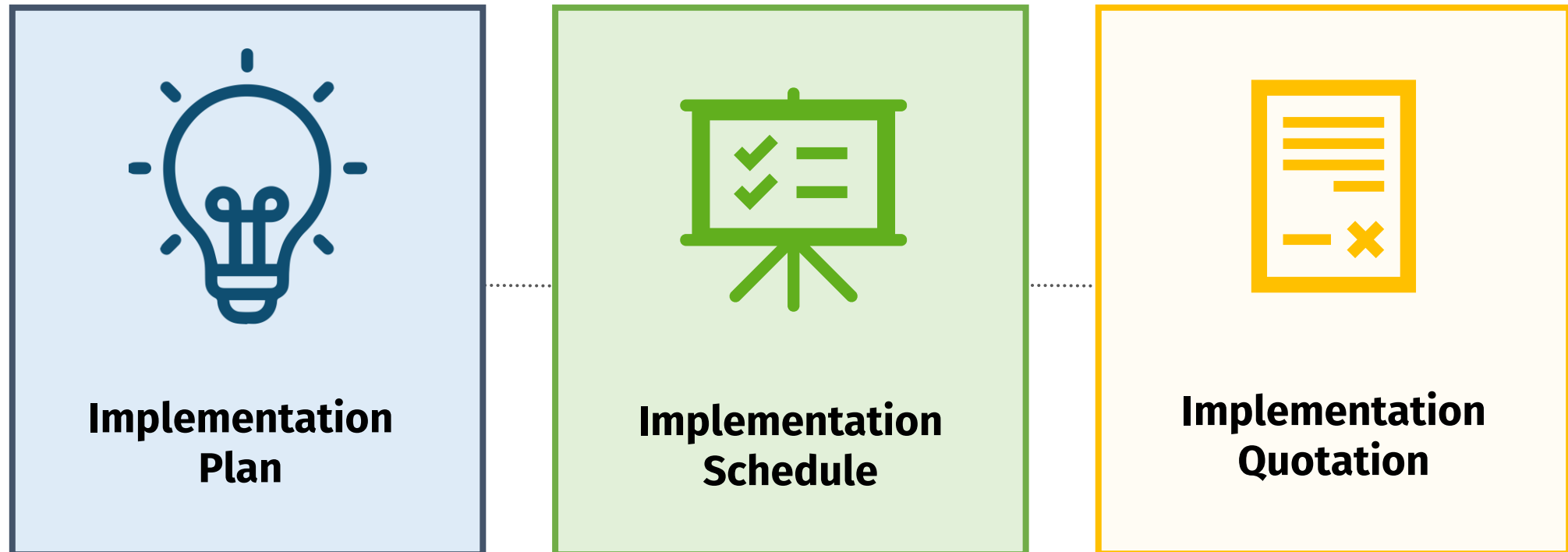
### 3. Implementation plan

Optimized, standardized harmonized work process

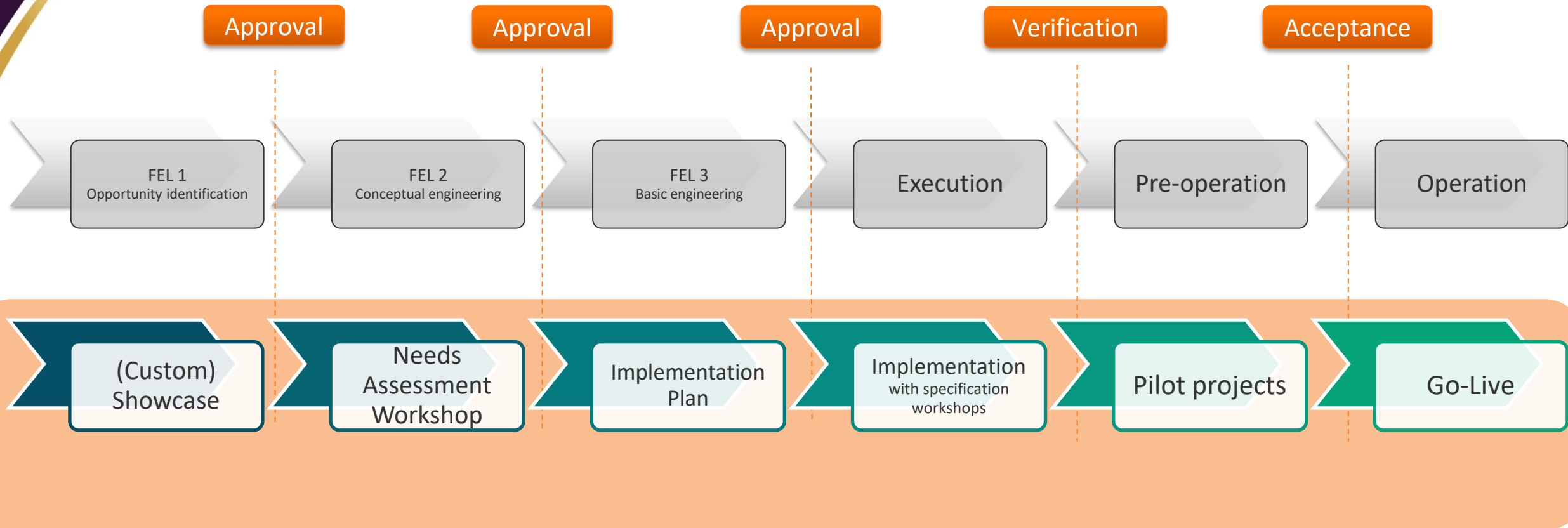
- ✓ Reductions in variability
- ✓ Easier training of new users
- ✓ Reductions in human errors
- ✓ Have a baseline for future improvement activities



### 3. Implementation plan - Deliverables



# Cleopatra approach





## 4. Implementation

- IT team
  - Deployment
  - Training
- Core team of key users
  - Training
  - Specification workshops for steps of the new work process



## 4. Implementation

### **Specification workshops**

- Review data input
- Further detailing out
- Active involvement of end-users



### **Specification report**

- Scope definition
- Agreements and criteria
- Formal approval required

## 4. Implementation



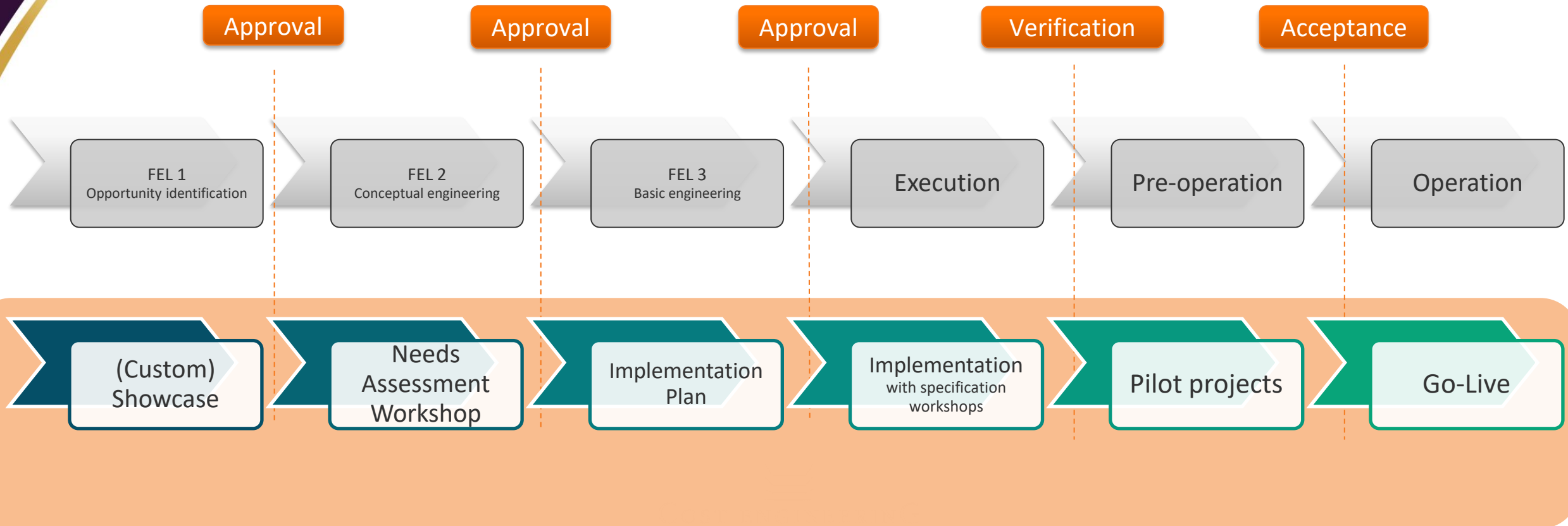
- Regular testing periods
- Feedback meetings
- Compare against goals and success criteria
- Change management
- Make the tool their own
- Sense of community

## 4. Implementation

- User guidelines
  - Hands-on
  - Own data and setup
- Train-the-trainer approach



# Cleopatra approach



## 5. Pilot projects



Smooth guided  
start



"Real" projects



Complete work  
process

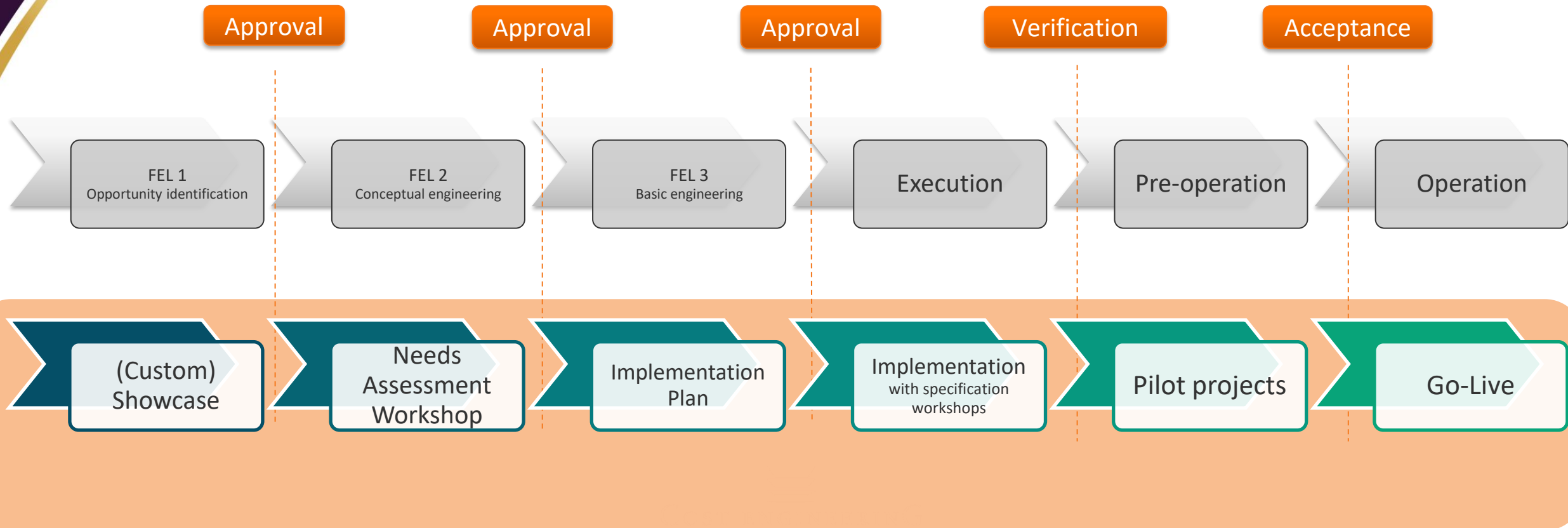


Learning by  
doing



User-  
acceptance  
tests

# Cleopatra approach



## 6. Go Live

- Roll-out: Support by management
  - Explaining the reasons to implement the new software tool
  - Showing its benefits
  - Freeing up enough time in the agendas of the new users





## 6. Go Live

- E-learning
- Classroom trainings
- Learning by doing
- Support by core users



## 6. Go Live

- After Go-Live support
- Long-term partnership approach between client and vendor
- Customer success management
- Always looking for improvements



# Q&A

DO YOU WANT TO KNOW MORE?

Visit the Cleopatra booth

Schedule a demo on  
[www.costmanagement.eu](http://www.costmanagement.eu)