

Sopheon® Advisory Consulting Services

Innovation Governance Optimization Services

Experience has shown that simply installing new innovation governance software is not, by itself, enough to improve enterprise-wide process adoption or guarantee a higher rate of success for your innovation initiatives. What is needed is an active, routine evaluation of your organization's innovation process, focusing on questions such as: Are your innovation projects still aligned with your organizational objectives and core competencies? Are changes to your strategic direction reflected in your innovation priorities? Does the process fit your current business structure, user needs and market conditions?

Sopheon's Innovation Governance Optimization Services enable fast, effective adoption of Accolade® innovation governance software. Sopheon's innovation experts will act as an extension of your team, fine-tuning your governance system so that it matches the day-to-day operations of your business. By continually benchmarking your process metrics against innovation best practices, Sopheon's business consultants can help ensure that you maximize the return on your software investment.

Sopheon's Innovation Governance Optimization Services will enable you to:

- Access industry-leading business consultants with deep expertise in strategic roadmapping, ideation, innovation process, and portfolio management best practices.
- Refine your innovation governance processes to make them more effective, efficient and in-line with the ever-changing needs of your business.
- Benchmark the tools, techniques and processes being used by your organization against recognized industry best practices and Sopheon's experience in supporting the innovation governance efforts of nearly 200 leading global innovators.

Overview

Because your business conditions and objectives are constantly evolving, Sopheon has developed a service offering to maximize the return on your

Accolade software investment. These capabilities include help in addressing such potential challenges as user adoption issues, on-going systems training, and counsel on effective innovation process and leadership.

Sopheon's experts will work as an extension of the core internal team responsible for management of your Accolade-supported innovation process. The focus will be on identifying and addressing your organization's current innovation needs or concerns and providing assistance in planning for future enhancements to, or expansions of, your innovation process. Through this collaboration, Sopheon's consultants will help your organization achieve its innovation goals more quickly and efficiently.

While we tailor our support services to the specific needs of each of our customers, a typical program combines the following offerings:



Monthly Working Sessions (2-4 hours each)

- The Sopheon consultant will lead a monthly remote meeting with your core team. At the beginning of each session, the consultant will provide a comprehensive review of your organization's current process adoption levels. The discussion will include an examination of any requests that have been received for changes to the process. Information presented in the review will be based in part on the consultant's retrieval and analysis of innovation data contained in Accolade, including usage activity during and following launch of the system.
- Next, based on the above information, Sopheon will work with you to develop a plan to cover upcoming organizational expansions or to handle other challenges introduced by the team. This will include a comparison of your current process maturity and adoption levels to those of best-practice innovators. These findings, along with recommendations for next steps, will be discussed with your core process team. Depending upon the specific needs and innovation maturity level of your organization, this discussion could include such topics as:
 - How your current system usage compares to usage levels and patterns at best-practice companies.
 - The point at which your organization should be concerned that your deliverables are not complete.
 - How to address problems related to incomplete project data.
 - How to achieve greater process adoption – especially when some users don't agree with the process as implemented.
 - Examples of best-practices used by other companies to maintain momentum following the initial rollout of their system and/or process.
 - How to manage user expectations when issues arise.

Ad-hoc Phone Calls

- Conduct calls between monthly meetings, based on ongoing review and analysis.

Quarterly Management Sessions

- Sopheon's business consultant will make a quarterly presentation to your organization's executive sponsors and management team. These presentations will typically consist of:
 - An overview of the current state of your innovation governance process.
 - A review of any changes made to the process or underlying system since the last update.
 - How your organization's practices compare with industry best practices and those of other Sopheon clients.
 - A discussion about what role management must take in advancing your organization's innovation governance maturity level.
 - Recommended next steps.

The duration of the program is typically six months, a timeframe which allows for two management sessions. Both the length and number of on-site sessions may vary depending upon the specific needs of your organization. In many cases, one of the quarterly reviews will be an Innovation Governance Health Check. This session is designed to provide an in-depth, quantitative analysis of your company's system usage and overall process effectiveness. Ask your Sopheon contact for more details.

Benefits

- Greater returns from your organization's investments in Accolade and new product development initiatives due to more effective, efficient innovation governance.
- Support for your development teams, enabling them to respond quickly to emergent issues and the changing needs of your business.
- Assurance that as your innovation governance process matures, your organization will continue to adhere to recognized best practices, resulting in better innovation performance.



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