

Fit & Gap

By Toshiharu Watanabe

One of procurement management is Fit & Gap analysis. I worked in the financial business where various package software is offered from vendors all over the world. Digital marketing platform, internet banking, insurance sales systems, etc. If users can use the software well, they can reduce the development cost comparative with themselves. Also, they can get the know-how that the company does not have. However, many projects fail in the decision making of package software.

One reason for the failure is the difference of business practice in each country. Business such as banks, insurance, credit cards, etc. is a worldwide business in any country. However, customization is required for systems from the state differ. At the time, it is necessary to analyze and evaluate which functions are fit and which functions are a gap and calculate the feasibility of customization and the workload. Many package vendors explain the role of the product but do not open the source code. And they provide development services for parts that need customization. However, the part where the source code is not disclosed will be a black box. All functions must be tested to release the system. At the time, it is difficult to judge which functions are faulty.

Fit & Gap analysis is a significant element of DX. The suitability of package software may vary depending on cloud services. If users need own business logic. They should develop it internally. The implementation of a package software to compensate for the lack of development staff is risky. It should analyze Fit & Gap in the principle that packages should be used with experienced limited functions.

See you next week

