



Blue Value

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explorations

Value Framework

Products that Automate your feedback Processes to give your People maximum Autonomy and rich Insight to drive continuous improvement in all layers of your organisation

Current State

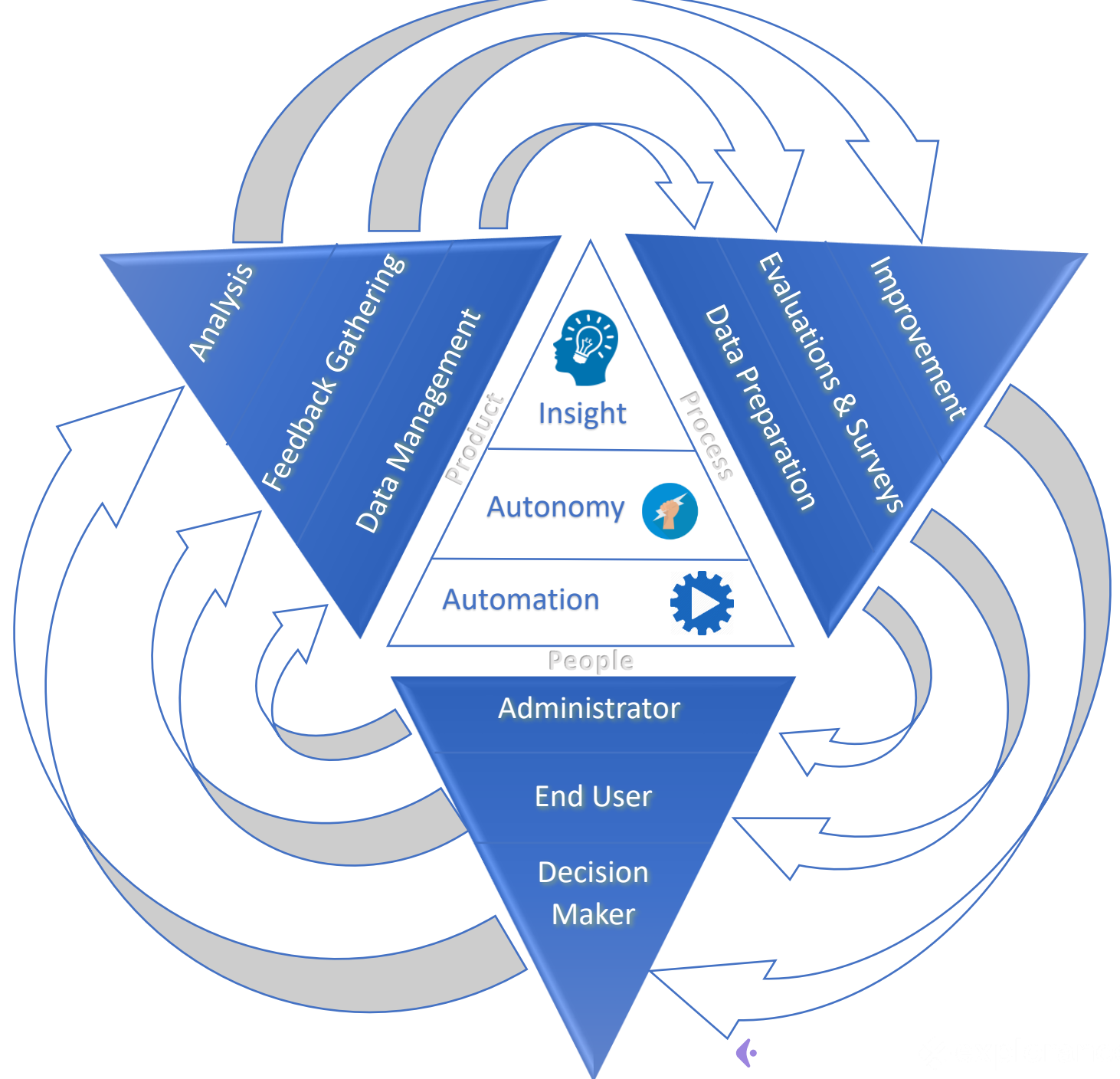
Capture the current state across all the dimensions

Analysis

Capture the gap between expectations and the current state

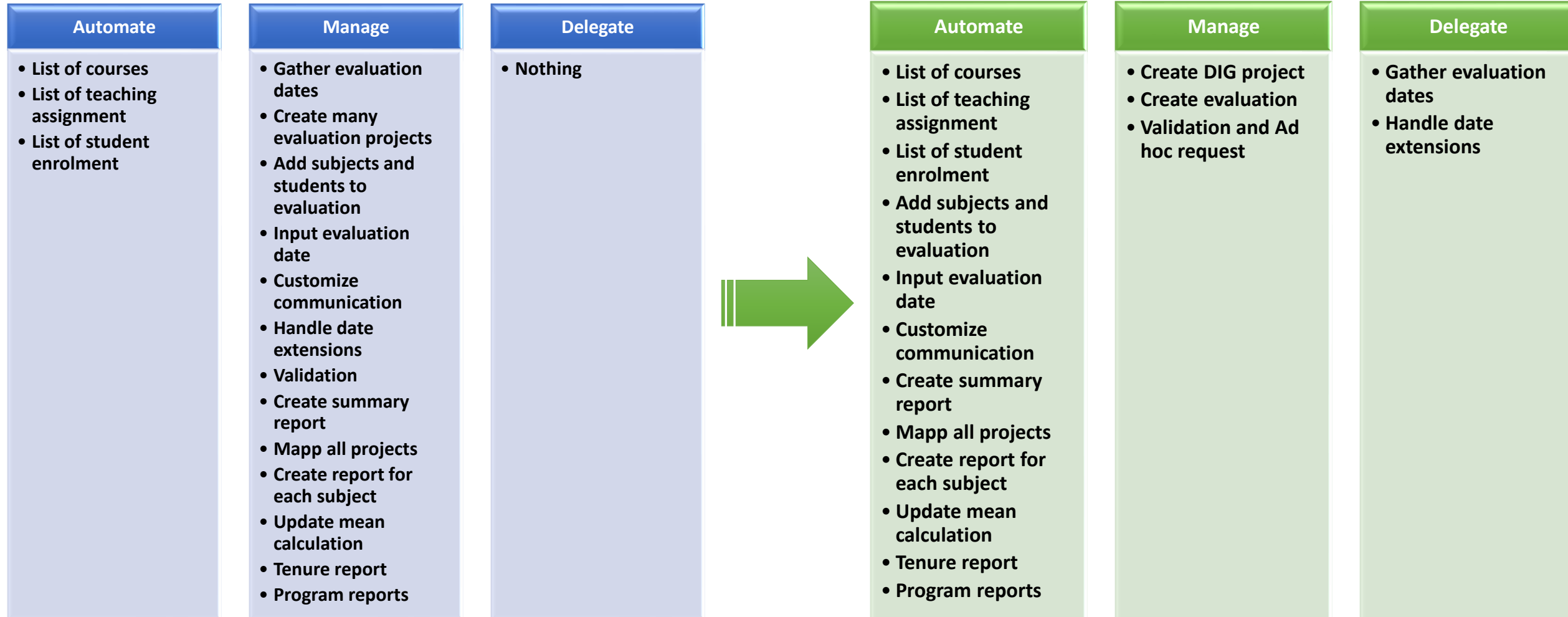
Recommendations

Generate recommendation to eliminate the gap between the current state and the expectation



Process	Current State	Analysis	Recommendations
Data preparation	The Blue administrator needs to reach out to all faculty to review the evaluation dates and correct it if needed. This is done using Excel spreadsheets and emails with manual intervention by the Blue admin to set the correct evaluation dates for each course	The current state creates a lot of overhead work for the blue admin to just gather manually the dates for the evaluations from the faculty members. It also allows for human errors due to the manual intervention. This has a direct impact on the automation of the evaluations and reporting.	<p>Data Integrity Gateway (DIG): This is an additional module that allows Blue administrator to delegate back to the users that access the source data for review and correction. The tool allows the admin to set validation rules and automatic follow up emails with the users. The reviewed data will automatically propagate to the evaluation project and create the survey with the correct dates</p> <p>Subject Management (SM): It is an existing functionality in Blue project that allows the Blue administrator to configure a form similar to the fillout form to allow faculty to opt in/out of an evaluation and set the start and end date of the evaluation</p>
Data preparation	All data sources feed from SQL Views that are behind the firewall	Connecting the SQL views to the Blue instance that is hosted on exploration servers requires that ports other than https will need to be opened in the firewall	Data Sync Tool (DST): This tool can be installed on behind the firewall and directly connect to the SQL view/table and push the data to Blue over HTTPS in a secure and automatically scheduled way

Actual Impact



Thank you!



experience.



What is 'Success'?

- There is no one measure of 'Success', but in essence we are looking to 'capture the full value of Blue'
- We are not focusing on the idea of one session that identifies quick fixes, but ongoing enhancement as part of the CSM service
- Success is achieved by realising value from the Customer's Perspective; Why are they using Blue the way they are
- The CSM is the public face of a much larger network, and their role is to collaborate with internal expertise to make best recommendations
- Less a focus on feature requests, more on how do the solutions; Drawing out the problem, not stick a band-aid on it by putting it in a development queue
- What does the customer feel that they need, not what do they feel they want
- A difference in the software provided by Blue is that it does not dictate what to ask or what reports to build
- A playbook would focus on methodology, not technology; for Blue it makes more sense to focus on the framework of how to build the environment
- Moving away from workarounds, and stop courting enhancement requests; instead drilling into WHY do you want to do something in a particular way
- Less on what you want in order to reach your end goal, more on what is your end goal and what do you need to get there
- Me 'I'm curious'. 'I'm not challenging, but why do you want to do it that way?'
- We will aim to build a better understanding of requests
- Changes to products (e.g. new functionality), processes and people can all trigger a re-assessment of what is needed



Evolving Custom Success

- New management and new team members
- 'Instance Optimisation' / 'Health Check*'
- Less firefighting, more strategizing
- The return of the Success Plan
- The introduction of a Success Plan!
- Increased product knowledge
- We are in the era of Blue 8

*Exact title TBC





- Via regular Customer Success meetings, we are looking to



When things go right!

- By focusing on what customers in the past have needed, we developed DIG.
- Customers were asking for the ability to change data 'after the fact'.
- Repeat this experience on a micro-level with every customer.



What we look at:

- What is the process involved in your feedback gathering?
- Who are the people involved in the process?
- How are you leveraging Blue to support these processes and people?

Assessment Components

- Current state (CSM)
- Analysis (CSM)
- Recommendations (Expert Team)
- Proposal(s)(AM)

