

# SELECTING A NEW CANDIDATE MANAGEMENT SYSTEM? HELPFUL CONSIDERATIONS (OFT OVERLOOKED) ...

## How well do you know yourself?

- Courageously challenge your protected or assumed norms, conventions and processes; specify your business needs rather than a technical design.
  - *An open and flexible attitude will allow your vendors to provide more, and probably better, solutions to meet your business and needs.*
- Learn from what others are doing (e.g., industry standards, best practices, and innovations).
  - *Adopting solutions and processes from others with similar business needs could result in a better solution for your program at a lower total cost.*
- Prioritize your requirements and identify acceptable trade-offs.
  - *Clearly articulate priorities that include acceptable trade-offs so that you and your vendor(s) can think expansively and generate new ideas that might not otherwise be suggested or considered.*
- Build and engage a broad-based migration team sooner rather than later.
  - *Include representation from all of the system's stakeholder and end-user groups; get them involved early on in the specification and vendor selection process; push them to pay attention to the details that affect them.*

## How well do you know your options?

- Evaluate the fit between your program and the provider in addition to the solution itself.
  - *Is the provider focused on your success and demonstrating flexibility and commitment to enable your success? Can you envision a positive working partnership with the provider that will survive the test of time?*
- Evaluate impact of changes with the affected stakeholder and end-user groups.
  - *Determine with affected stakeholder and end-user groups the impacts of (i) known tradeoffs, (ii) gaps in functionality, and (iii) process changes needed to use the solution.*
- Remember: "The only constant in life is change" (Heraclitus)
  - *Will the solution evolve and foster thought leadership into the future, facilitate a seamless user experience via integrations into dynamic multi-vendor ecosystems, and keep up with your programs changing needs?*

## How realistic is your desired schedule?

- Plan ahead, start early, and include buffers to absorb the expected unexpected.
  - *Allow at least 4 months for a basic implementation **after** agreements are signed. The more complex your needs, the more historic data to migrate, the more time you'll need. Quality of data and availability of your internal and 3rd-party resources to help resolve data issues will significantly impact the schedule.*
- Commit your migration team, including internal and 3<sup>rd</sup>-party resources.
  - *Make sure your team members are committed to get their tasks done at the necessary times for the schedule to work, all the way from requirements gathering to user acceptance testing before launch.*
- When time is short and the launch date inflexible, consider a phased launch strategy.
  - *Consider options to meet your launch date with a subset of functionality followed by one or more post-launch phases in which the additional functionality is rolled out.*

## How prepared are you for go-live?

- Message, message, message the changes to your candidates and other stakeholder groups.
- Prepare your support teams to respond to questions, concerns, and requests for help.
- Make sure all parties in the data ecosystem are coordinated, trained, and ready for launch.

## Why Your Program Needs a Robust Candidate Management System

More than ever before, we all want personal attention, customization, immediacy, and direction. A comprehensive candidate management system is becoming increasingly essential as sponsors and stakeholders – especially candidates – demand more and more functionality from this service. Today’s candidate management system needs to seamlessly integrate into a larger, multi-vendor ecosystem that provides for all aspects of a program (e.g., development paths and journeys that include ongoing learning and training, ongoing assessment and measurement, and recognition for achievements).

The diagram to the right showcases some of the functionality – beyond core functions such as logic, transactional emails, basic reporting, and **seamless data exchange across and integration into a larger, multi-vendor ecosystem** – that sponsors and stakeholders are requiring from a robust candidate management system.



You can learn more about **successful candidate management system migration** at Alpine’s Sponsored Platinum Session, *“What does it Take to Migrate to a New Candidate Management System?”* at the [ATP 2020 Global Conference](#).

**During this session, Cisco and Alpine will jointly present** the keys to successful migration and what to look for when considering the move. Additionally, please “stop by” **our Zoom Room booth** to speak with one of our CertMetrics experts.

We’d love to meet you!