MODUS OPERANDI®

DISCOVER
- About Us
- About You
- About Success

DEFINE
- Prioritize Needs and KPIs
- Demo PoC
- Set Scope, Schedule, and Budget

DRIVE
- Constant Care
- Monitor Promise Fulfillment
- Document ROI Using KPIs

DELIVER
- Install and Verify
- Training and User Adoption
- Transition and Monitor

DEVELOP
- Refine Requirements
- Stakeholder-engaged Agile Process
- Monitor KPIs

Our 5-D MO for Customer Success

We promise to improve your decision-making process & resulting outcomes

Grow Trust & Fulfill Promise

Our 5-D MO for Customer Success is our proven process for delivering successful outcomes to our customers. Our proven process is forged from the knowledge and experience we have gained in our 30+ years of delivering solutions to government agencies and commercial clients spanning the Fortune 1000, non-profits, and small-to-mid-sized enterprises. Our proven process gives you a roadmap to what working with Modus Operandi will look like at each phase of our journey together, including the activities and desired outcomes for each phase.

DISCOVER

In Discover we listen and learn about your operations to gain knowledge of your opportunities and show that Modus CAN address one or more of your needs.

Activities in Discover
- About Us
- About You
- Assess Fit
- Set Expectations
- Identify key stakeholders and processes
- Establish Success Criteria

Desired Outcome
- You understand Modus capabilities and believe Movia and Living Intelligence COULD solve your needs and you desire to apply resources to have Modus create a solution
- Modus understands your need and has a high-level picture of how Movia would address
- Expectations and success criteria are clearly defined
- Plans are established to define solution(s) to one or more problems

DEFINE

In Define we conduct activities to identify a solution to a specific problem such that you are confident that Modus WILL solve your need.

Activities in Define
- Interview key stakeholders
- Prioritize stakeholder needs and desires
- Identify success metrics and key performance indicators (KPIs)
- Define QA and IA requirements and plans
- Demo Proof of Concept / Capture the solution vision
- Define solution scope, schedule, and budget
- Define architectural artifacts and/or execute prototypes to sufficiently prove the proposed solution
- If applicable, define, prioritize and document key Movia roadmap items required for program success

Desired Outcomes
- You fully understand the Modus solution as being the BEST solution that WILL solve your needs
- You and Modus establish a contract to implement the solution
- You and Modus have committed the resources required to develop and transition the solution
- Key Performance Indicators (KPIs) are clearly defined that ensure expectations and success criteria are satisfied
- The Development Plan (including schedule, risk management, quality assurance, information assurance, configuration management) and methodology is established and agreed upon by key stakeholders
- The Transition Plan is defined at a high-level and agreed upon by key stakeholders

DRIVE

During Drive we PROVE that we solved your stakeholders' specific need, such that you recognize the VALUE we continue to deliver on an ongoing basis via our solution.

Activities in Drive
- Constant Care / User support
- Solution updates / maintenance
- Enrich system performance, scalability, and security
- Enhance capabilities
- Interview key stakeholders based on initial success metrics and KPIs
- Monitor promise fulfillment
- Document ROI using KPIs

Desired Outcomes
- Stakeholder satisfaction
- Your desired results are achieved
- Documented return on investment for solution
- Modus value grows over time and recognized throughout your organization
- Solution is monitored and issues are resolved via customer support

Central diagram

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DELIVER

In Deliver we will work with your key stakeholders to OPERATIONALIZE the solution in your environment, such that your stakeholders can VERIFY their specific need is solved.

Activities in Deliver
- Deliver and install solution
- Verify capability, security, scalability and performance
- Monitor system and applicable user processes to verify customer need is solved
- Knowledge transfer / Training
- Support user adoption and ownership
- Implement governance / use plan
- Transition support

Desired Outcomes
- Your key stakeholders can OBSERVE that the solution solves their need based on the defined success criteria and expectations
- Solution is accepted by your stakeholders, is operational in your environment, and integrated with your processes
- Governance / use plan is being executed by key stakeholders
- System is monitored IAW the IA and QA plans

DEVELOP

In Develop we work with your stakeholders to develop the solution to a specific need such that you can visualize HOW the solution will solve your stakeholders' need.

Activities in Develop
- Refine requirements
- Execute stakeholder-engaged Agile solution development methodology
- Stakeholder transparency via continuous demonstrations
- Establish governance plans
- Implement QA and IA plans to ensure system quality and security
- Evaluate initial success metrics / KPIs

Desired Outcomes
- You fully understand the Modus solution and your key stakeholders can visualize HOW the solution solves their needs through our multiple demonstrations of the evolving capability
- Detailed transition plan is agreed upon by key stakeholders and is being executed the team, including any required authorization to operate or test on customer or third-party systems (e.g., cloud platforms)
- Governance / use plan is clearly defined and agreed upon by key stakeholders
- Clearly documented requirements-to-solution matrix
- Complete solution is ready to deliver and deploy

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