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🕒 December 29, 2022

👤 Pete Olson (<https://kineticdata.com/author/pete-olson/>)

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Let's meet Goliath, a familiar leader of IT service management software. He has a suite of applications that includes solutions for incident management, change management, and asset management, just to name a few. Despite Goliath's popularity and success within the IT software market, however, he's faced no shortage of criticism for a poor record of time to value.

What is Time to Value?

Time to value measures the amount of time it takes for an organization to realize the benefits of a new solution. Additionally, time to value is a critical metric for IT service management software. In the case of Goliath, his products have been criticized for taking a long time to implement and configure, which leads to delays in realizing the benefits of the solution.

One of the main reasons for Goliath's poor time to value is the complexity of its solutions. His products are powerful and feature-rich, but this complexity can make them difficult to set up and configure, leading to lengthy implementation times. It is not uncommon for the first 6-9 months to pass before the solution is even available for non-production usage. Imagine wasting almost an entire year with nothing to show for it.

Another factor contributing to Goliath’s poor time to value is his reliance on a network of partners and consultants to implement its solutions. While this approach can be effective in providing vertical expertise, it can also lead to delays and inefficiencies, because organizations must coordinate with multiple parties to implement their solutions and get them up and running.

Goliath’s products are often criticized for being difficult to use, with a steep learning curve that can slow down the adoption process. This can further delay the realization of value, as planners and war fighters must spend time and effort learning how to use the new solution before they can start benefiting from it.

While Goliath is aptly named as a leading provider of IT services management solutions, his poor record of time to value is a significant drawback. His complex and endlessly customizable products, reliance on partners and consultants, and steep learning curve can all contribute to lengthy implementation times, along with delays in realizing a solution’s benefits. This can be a serious concern for organizations looking to implement Goliath’s products while remaining agile and responsive.

If you’re tired of battling Goliath, David is here. At Kinetic Data, we relish the challenge and will help you achieve off-the-charts time to value. Let’s talk today. (/contact-us)

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