Your 5-Question Checklist Before Your Next System Change

Target State Consulting
Smarter Technology Decisions

Before you commit a single dollar to a new system or software, ask these five critical questions.

The Why: What Specific Problem are we solving?

Go beyond general answers like "to be more efficient." Pinpoint the exact pain point: Is it a manual task that takes 10 hours a week? Is it customer data stored in three different spreadsheets? If you can't articulate the single, most important problem this system solves, you're not ready to buy.

The Process: What is our current workflow, step-by-step?

Draw it out. Literally. Map your current process on a whiteboard or a document. Don't think about the new system yet—just document reality. This helps you identify bottlenecks and redundant steps that you should fix *before* you automate.

The Future Process: What is our ideal workflow with a new system

Now, design the improved process. How should things flow in a perfect world? This blueprint becomes your guide, ensuring the new technology adapts to your business, not the other way around. If a vendor's solution can't support this ideal workflow, it's not the right fit.

The People: Who will use this, and what's in it for them?

Identify the key users and ask them directly. What are their frustrations with the current way of doing things? How will this new system make their daily lives easier? If your team can't see a clear personal benefit, adoption will be a major uphill battle.

The Readiness: Are we prepared for the work, not just the cost?

The sticker price of the software is just the beginning. Are you ready for the time and effort required for data migration, team training, and process adjustments? A technology change requires an investment of time and energy from your team, not just your budget.

Ready to break free from the technology myth and create lasting change? Get in touch today

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About Target State Since 2018, Target State has been dedicated to helping organisations achieve digital maturity through expert guidance and support. Our services include building and delivering sustainable roadmaps that align with strategic objectives, empowering clients with a clear digital vision for long-term success.

Contact us: info@targetstate.co.nz or find out more at www.targetstate.co.nz