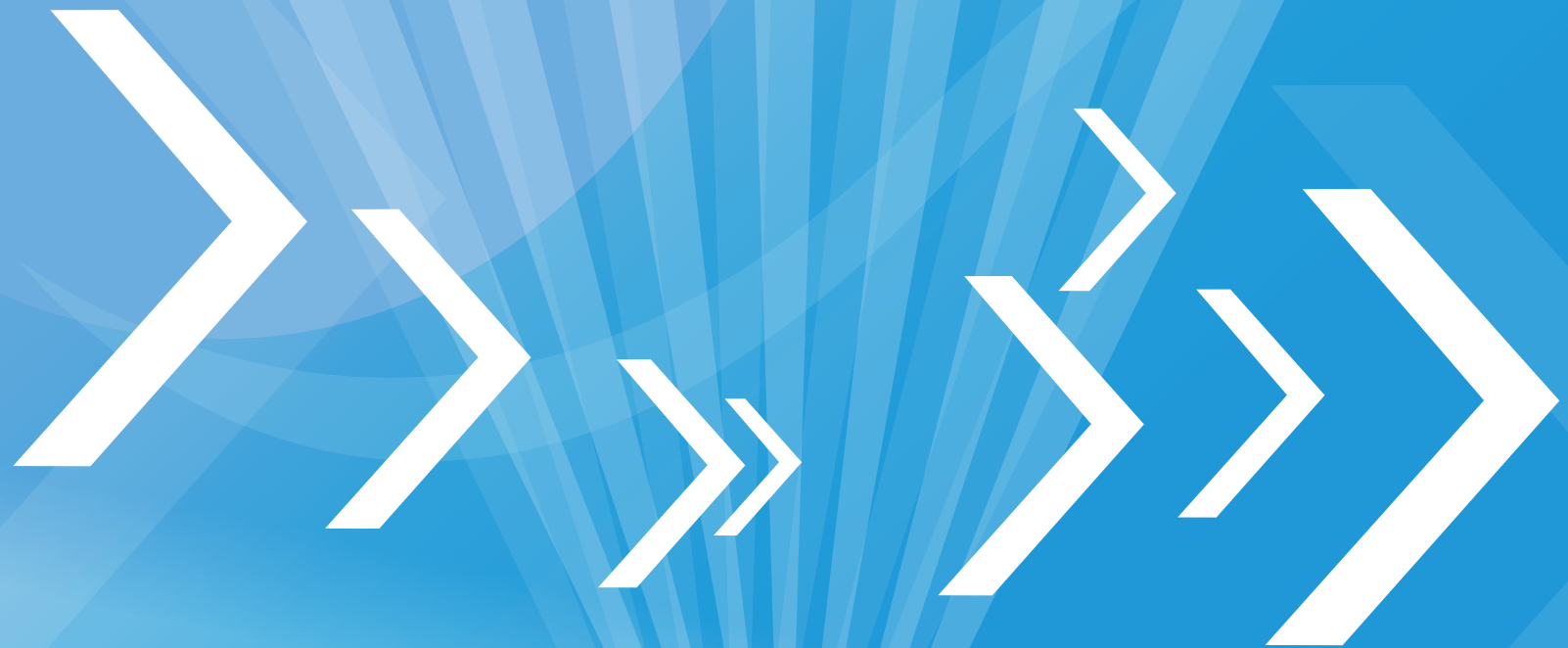


BENCHMARKER HELPED STAGE-GATE
PROVIDE FASTER TURNAROUND
AND INTERPRETATION OF
CUSTOMER QUESTIONNAIRES



CASE STUDY

THE PROBLEM >

Stage-Gate's Benchmarker was sold as a standalone product that did not integrate with other products. The objective of SG Benchmarker is to draw out deficiencies within an organization, provide transparency on the deficiencies, and to catalyze discussion using Business Intelligence. The product creates these results by prompting the user group through a series of roughly 75-100 questions using Excel Spreadsheet formats. The responses of up to 20 participants were collected, and the mean and standard deviation calculated. The mean values were then plotted against industry top and average performers in a series of 22 charts. The charts and inputs were pasted and formatted in a PowerPoint presentation and delivered to the client.

THE SOLUTION >

Stage-Gate came to Konverge to build a Stage-Gate Benchmarker On-Demand tool; an online system which automates and manages benchmarking questionnaires created and hosted by Stage-Gate. The intention was to create an online, fully automated version of the current SG Benchmarker with some modifications. The end product enabled the client to be able to purchase the product directly from SGI's website via a shopping cart purchase.

Once purchased, and automated delivery process provided the client with the information necessary to access the product. This immediately improved Stage-Gate's ability to deliver the product and increased user availability.

THE RESULT >

User Organizational Impacts

- Low cost of investment allows for rapid purchase process
- Online thin client access reduces technical requirements
- Rapid purchase and delivery enables rapid deployment
- Users are able to export data to XTMl for later use
- Users are able to have unlimited participants



THE INNOVATOR >

Stage-Gate Inc. is the world's leading full-service provider of solutions which enable organizations to improve their Product Innovation and Portfolio Management capabilities. A globally recognized and trusted brand, Stage-Gate Inc. accelerates client success with strategic advisory and transformation service, leading-edge products, best-selling publications, first-rate seminars and Stage-Gate certification. Client included more than 5000 organizations of all sizes across all industries.



THE DEVELOPER >

Konverge Digital Solutions Corporation, with roots dating back to 1994, is a focused Information Technology consulting firm that provides an unmatched level of personalized services and efficiency. Our mission is simple: to build value-creating applications that eliminate the manual business processes in your organization, enabling your team to achieve and exceed business goals and objectives. Our company is focused on your company's success.

