



## Do the Right Thing and Save a Million

### CASE STUDY – CBKM1

#### Service:

IT Independent Verification & Validation (IVV):  
Vendor Evaluation.

#### Client:

Law Firm

#### Requirement:

Technology Diligence on requirements and software development vendor for custom application.

#### Situation:

The client is a large international law firm on two continents that made a judgment to develop a strategic initiative for harnessing intellectual property within the firm. The business goals were to be reached by the creation of a custom-built software system by an outside vendor.

The software, once deployed, was intended to be the basis for re-license and sale to other law firms. The marketing of the “package” was to be done by a separate entity of which the law firm was to be a principal investor.

Semaphore was engaged to provide technology diligence on:

- software architecture
- software developers’ capability
- use of proceeds as applies to the budget
- development timetable

A previous outside consultant had been asked the same questions and reported back in an inconclusive manner, thus verification was required.

#### Scope:

Staffing: 10 person days

Deliverable: A written report of findings

#### Discovery:

Semaphore provided a skilled consultant to gather information and provide insight into the outlined issues. The consultant first conducted interviews with internal personnel, reviewed the existing documents of the firm and analyzed the business requirements. Next, Semaphore staff conducted a vendor review of functional and design specifications, architecture, vendor capabilities, vendor process and proposed architecture. It was discovered that a buy vs. build proposition was not previously explored and we unilaterally chose to investigate that opportunity.

#### Outcome:

1. Semaphore was able to affirm that the architecture developed matched the business requirements and functional specifications of the client. It was also affirmed that the budget, timeline and capacity of the already chosen software development firm was good.
2. Because of current industry knowledge Semaphore strongly recommended a client led review of the build v. buy decision. Semaphore was aware that near total functionality could be provided to the firm with packaged software for less than 20% of the build budget.
3. The client purchased commercial off-the-shelf software and successfully



- gained the functionality they were going to build for under \$300,000.
4. The business case for the proposed resale of the system was reviewed and subsequently determined to have insufficient grounds for justification based on the merits of the off the shelf system.