

Gain insight into your biggest and most valuable improvement opportunities

Get a clear, data-driven overview across departments. Our GAP Assessment highlights risks and identifies the most important opportunities — from quick wins to larger initiatives — so you can prioritize more effectively, make better decisions, and increase project success. Easy to execute, requires minimal time, and delivers significant value.

GAP Assessment value

In three key situations, we make it easier for you to establish a strong, fact-based foundation. You uncover hidden challenges, identify new opportunities that are often overlooked, and actively involve employees in the process.

- Before investment:** Build a stronger decision foundation and gain clarity on needs, maturity, and potential. Reduce uncertainty and ensure you invest in the right areas.
- During delivery:** Continuously measure whether you are on track and identify risks early. Gain a fact-based foundation to adjust course and secure progress.
- After go-live > Adoption:** Create real adoption and achieve the desired business case and ROI. While many organizations struggle, we help ensure success.

Low adoption is one of the biggest barriers to success and a major reason why up to 70% of business cases and ROI expectations are not realised. At the same

The low-hanging opportunities...

Our GAP Assessment is easy to execute and requires minimal effort. In approximately one week, you receive automated reports with clear insights. With AI, we highlight areas such as maturity, low-hanging opportunities, and the possibilities employees themselves identify.

Top GAPS				
Questions	Category	Today	Potential	Total
Has the Copilot implementation had a positive impact on your daily work?	Copilot Implementation	4.9	8.1	65.3 %
Have you experienced an improvement in your ability to respond to and manage emails thanks to Copilot?	Email	4.8	7.9	64.6 %
Are you satisfied with the quality of the training and guidance you received during the implementation?	Copilot Implementation	4.7	7.8	66 %
+ Has there been sufficient attention and focus on the use of Copilot during—and especially after—the implementation (e.g., in team or department meetings) to ensure that you feel adequately prepared to use Copilot effectively?	Copilot Implementation	5.3	8.3	56.6 %
+ Have you experienced an improvement in the quality or efficiency of meetings after the implementation of Copilot?	Meeting	5.2	8.2	57.7 %
+ Has it become easier—and have you experienced a reduction in the time it takes—to start and complete tasks such as presentations, Word documents, or Excel files?	Documents	4.7	7.7	63.8 %

Figure: Example of the biggest improvement opportunities in a Copilot/AI project seen from the employees' perspective.

1

AI & Copilot

Only a few organizations fully realise the value of AI

- We measure AI maturity and identify the right use cases before launch
- We ensure focus on adoption and real business value
- Continuous measurements help secure ROI

2

BC and F&O

Are You Getting Enough Value from Your ERP?

- Understand where you are today, and where value is not being realised
- Identify improvement areas and untapped potential
- Focus on adoption and actual day-to-day usage

3

CRM

Are You Getting the Full Value from Your CRM?

- Understand where you are today, and where value is being lost
- We identify untapped potential and concrete improvement opportunities
- Focus on adoption, usage, and day-to-day utilization