

Decision Story Daptiv PPM



About Clariant

Clariant, Inc. (Clariant) is a cancer diagnostic company providing cellular assessment and cancer characterization to three customer groups: community pathologists, academic researchers and university hospitals, and biopharmaceutical companies. Clariant is engaged in delivering critical oncology testing services to community pathologists, biopharmaceutical companies and other researchers. On March 8, 2007, Clariant sold its Technology business, including its ACIS systems business and assets to Carl Zeiss MicroImaging, Inc. (Zeiss).

Decision Stories – Why Daptiv?

Interview with Nadine Hsu-Strassberger, IT Project Manager

What drove your company to look into collaborative business software? What were your motivations, and what were your business needs?

IT project management was a new concept to Clariant when I first joined the company in mid-2007. There were no tools in place to track anything from new project request through to project completion. We were also not tracking risks, actual hours spent on projects vs. non-projects, change requests, etc. My management made a decision to invest in a PPM tool at the end of 2007 and it took me a couple months to vet and test drive all "attractive" PPM tool providers in the market. I "grew up" using Clarity/NIKU so I know what the high-end tool can offer with a price tag. I had a limited budget to try to find a tool that will grow with us through at least 2011. The inability to provide executive and IT management with usable reports and the growth of the company were the key motivations behind bringing a PPM tool online.

What process did you go through to select a vendor? What was your criteria and what importance did Software as a Solution (SaaS) / On-demand play?

I was responsible for vetting vendors and recommending my top 3 PPM tool vendors to my management for further evaluation. On-demand was certainly important because we have a small IT team and I wanted a tool that my IT didn't have to support.

Why did you choose Daptiv?

Daptiv met most of my important requirements at an acceptable price.

What do you like most about Daptiv (benefits of product, why Daptiv as a company is unique)?

Great customer service. There are quite a few "quirks" to the Daptiv tool but either Chan Park (the consultant who's working with me) or your online customer service team always responds quickly with the intention of helping me solve my problems. You guys don't leave me hanging or wondering if anyone's even looking at my issues.