

Gartner reports that 73% of tech buyers experience a high level of regret after purchasing technology, due to lax decision-making processes and disagreements over objectives. Using a change management best practices when going through the construction software selection process can help you avoid these causes of tech-buyer's remorse.

managers? Don't get hung up on the superficials, but rather dig deep to understand what explicitly is triggering bottlenecks. Once you've identified the root cause, outline what your ideal processes will look like.

Use this outline to guide your preliminary software research and create a business case for the software change.

At this point, you'll want to ensure that the C-suite is aligned on the goals for new software. Then, you'll need to identify other important stakeholders throughout your organization and externally.

IDENTIFY THE PEOPLE AFFECTED BY THE PROCESS CHANGES

As you're reimagining your workflows, take stock of all the departments and people in your organization who'll be affected by the process changes.

You'll want to start having conversations with those affected before a software solution has been selected.

Moreover, involving employees now will create a sense of community around the change and help overcome implementation challenges later. Furthermore, you will gain access to the expertise and perspectives of the people who are most intimate with current workflows. So you can identify which software is best suited for work "on the ground."

ASSEMBLE YOUR CONSTRUCTION SOFTWARE | e a . a e . . . e TEM DC Baa . . . e affec B. EAM

Create a spreadsheet using your selection criteria and use it to make a shortlist of trusted vendors to compare.

EVALUATE AND DEMO CONSTRUCTION MANAGEMENT SOLUTIONS

Abstract

The [Builder Blog by RedTeam](#) was launched in 2023. It serves as a resource for construction professionals with industry insights, in-depth articles about solutions, and helpful customer stories. From best practices to workflow guides, the blog builds on RedTeam's expertise and knowledge of the industry to help create a better tomorrow for everyone in construction. You can learn more about RedTeam at redteam.com.

Any views and opinions expressed in this article may or may not reflect the views and opinions of the Construction Management Association of America (CMAA). By publishing this piece, CMAA is not expressing endorsement of the