

ROI Assessment for Your Enterprise Software Implementation

A guide to help you objectively evaluate the effectiveness of your enterprise software implementation

Research shows that large IT projects deliver 56% less value than predicted ([McKinsey](#)). This assessment was developed by Syntropy Partners based on our direct experience leading and remediating enterprise software implementations across mission-driven organizations in higher education, university libraries, K-12 and public sector organizations.

This assessment is designed to help technology leaders and their business partners take an honest look at whether your enterprise software implementation is delivering the value it was intended to provide. Answer each question as candidly as possible — the goal is diagnosis, not evaluation.

Complete the assessment individually or as a leadership team. Where perspectives differ, the gaps themselves are useful data.

Strategic Alignment

These questions assess whether the implementation is anchored to clear organizational goals — not just a technology deployment.

1. Does your organization have a clearly defined vision for how this system enables your strategic goals?				
1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

2. How well is system functionality aligned with your actual business processes?				
1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____



3. Have you defined and tracked metrics to measure success post-go-live (e.g., defined KPIs at 6 months, 12 months, 2+ years)?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

What are the key factors driving your scores in this section?

Implementation Quality

These questions evaluate the quality of the technical implementation across key dimensions.

4. System design: How well does the system design meet your operational requirements?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

5. Data integration: How complete and accurate is the integration of data across systems?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

6. System readiness: Does the production system meet requirements in terms of stability and performance?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____



7. Budget and schedule: How well did the implementation track to its original budget and timeline?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

What are the key factors driving your scores in this section?

People and Change Management

Research consistently shows that human factors — not technology — are the primary driver of enterprise software ROI failure. These questions assess organizational readiness and adoption.

8. Organizational change readiness: How well was the organization prepared for the change this system required?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

9. Super user adoption: How effectively are super users/power users utilizing and championing the system?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

10. End user adoption: How broadly and effectively is the system being used by day-to-day users?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____



11. Project team effectiveness: How well did the implementation team perform vs. expectations across business and technical workstreams?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

What are the key factors driving your scores in this section?

Process Optimization

A common implementation failure is automating broken or inefficient processes. These questions assess whether process improvement was part of the implementation strategy.

12. To what extent did your implementation incorporate business process optimization?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

13. To what extent is your implementation delivering the expected efficiency and effectiveness gains from business process optimization?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

What are the key factors driving your scores in this section?



Governance and Long-Term Ownership

Go-live is not the finish line. These questions assess whether your organization has the structures in place to sustain and grow the value of your investment over time.

14. To what extent does your organization have a business/IT shared-ownership model for support, maintenance, monitoring and evolution/value realization?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

15. To what extent do you have the right roles, skills, resources and processes to plan and manage future changes?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

16. To what extent do you have a neutral third-party partner who can provide holistic, objective guidance on achieving your intended ROI?

1	2	3	4	Your Score
Significant Gaps	Moderate Gaps	Minor Gaps	Fully Met	_____

What are the key factors driving your scores in this section?

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Score Interpretation

Enter your total score here → _____

Score Range	Rating	What It Means
54 – 64	Strong Foundation	Your implementation is delivering meaningful value. Focus on sustaining gains and optimizing remaining gaps.
43 – 53	Moderate Risk	ROI is partially realized but significant gaps remain. A structured remediation plan is likely needed.
32 – 42	High Risk	Critical gaps across people, process, or technology are limiting value. Prompt action is warranted.
16 – 31	Intervention Required	The implementation is failing to deliver its intended value. A comprehensive program health check is strongly recommended.

Turn Your Score into an Action Plan

Syntropy Partners offers objective health checks for enterprise software implementations — helping technology and business leaders identify gaps, prioritize action and build a realistic path to realizing ROI. Want a personalized interpretation of your results? Share your results with us or schedule a complimentary conversation at info@syntropy-partners.com.

Get My Personalized
Action Plan

About Syntropy Partners

Syntropy Partners helps IT leaders in mission-driven organizations like higher education, university libraries, K-12 and public sector organizations deliver results from their most important initiatives and build more capable, strategic teams in the process. We have found that technology success isn't just a technology problem. The best results come from building people, processes and technology together.