

Thinking about a portal?

Start with the right questions.

Before you compare any tools, work through these six steps with your team. Each one is a short conversation, not a project. Together they turn a vague idea into a clear definition of what your portal should be — and reveal whether it is worth building.

01

Define the problem

Name what is actually going wrong today, in concrete terms.

- ? What breaks down or gets lost in how we work now?
- ? Where do requests stall or fall through the cracks?
- ? What does this cost us in time, money, or goodwill?

02

Define the improvement

Describe what "better" looks like, and make it measurable.

- ? What outcome do we want a year from now?
- ? Which two or three metrics would prove success?
- ? What is explicitly out of scope for version one?

03

Map the parties

Identify everyone the portal connects and what each one needs.

- ? Who will use it — inside and outside our organisation?
- ? What does each party need to see or do?
- ? Where do handovers between them cause friction today?

04

Map the technology

A portal connects your systems; it does not replace them.

- ? Which existing systems must it link to?
- ? How complete and current is the data it will rely on?
- ? What can be automated instead of handled by hand?

05

Involve the organisation

A portal touches more than one team. Bring them in early.

- ? Who must have a say — operations, IT, sales, finance?
- ? Who is the single owner with final responsibility?
- ? Who will champion it, and who might resist?

06

Decide what is next

Consolidate your answers into a definition and a first step.

- ? Can we describe the portal on a single page?
- ? What is the smallest valuable first version?
- ? Does the return justify starting — and who owns step one?

Answered these, or found the gaps?

Both are a good place to start. Bring your answers to a free, no-obligation intake session.

Contact & Support

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