



CAPTUREEXEC SUCCESS STORY

Diné Development Corporation

Challenge

Diné Development Corporation (DDC) is a tribally-owned holding corporation with six companies and growing, that has been through several organizational shifts in the last two years. During that time period, our organization's BD/Capture practices were tedious at best because we were using manually intensive spreadsheets. This included everything from opportunity identification to a final bid review. Lots of copy\paste and data duplication made up this process. This affected the morale of folks and made us less effective as a team and as an organization.

Situation

Like many other small businesses, we continued to find ways of doing more with less, and we didn't have the budget required to invest in a full-blown CRM platform that would need software programming to meet the totality of our needs. We needed an out-of-the-box solution that provided greater usability than our current systems and could be customized to fit the needs of our organization. We researched and evaluated multiple solutions, which included Salesforce, JAMIS ERP, GovWin, Microsoft SharePoint, and CaptureExec. We identified attributes that were important to us and evaluated each alternative against the attributes.



Customer
Organization

Service Solutions

- Network Operations
- Data Center Services
- Cyber Security and IA
- Business Process
- Improvement via ITIL

After a thorough review process, we narrowed the field to JAMIS ERP and CaptureExec. These were two very different products, one providing a broad set of capabilities and expansion potential, and the other specifically focused on our GovCon business process. Although we were currently using the JAMIS systems for our accounting and HR needs, we selected CaptureExec because of its laser focus on the Government Contracting environment. Additionally, our evaluation team was impressed with the built-in automation and customization capability. Finally, the overall cost of deploying Capture Exec was more affordable than trying to modify the JAMIS ERP to meet our needs.

Solution

We have nothing but positive things to say with regards to the engagement of BIT Solutions and their team in integrating the new version of CaptureExec into our existing processes. It was painless to send our spreadsheets to the CaptureExec team. They worked with us through the entire transition process, listening to our needs, and acting as necessary to ensure timely delivery of CaptureExec. This even included the transition of legacy files and records from our older spreadsheets into the new system.

Result

DDC implemented the new system during the summer of 2019, and we spent most of the summer cleaning up the imported data from our system while working all the features and customizing the new user interface to meet our business process needs – we never needed any technical expertise or programming efforts to customize our system. By January 2020, we were holding regular Pipeline reviews using CaptureExec and providing Capture Managers access and accountability to run their active opportunity captures through the system. This has been a game-changer for DDC and our business practices! We continue to hear high praise for the system from many folks internally, and we are seeing buy-in at the highest levels, which is key in system sustainability and scalability. This system will keep us more organized and accountable as a BD/Capture team, and it will keep us a step ahead of our competitors with systems that lack the capabilities of CaptureExec.

Since our implementation of CaptureExec, DDC has acquired 25 user licenses at varying levels. We also worked with the folks at BIT Solutions to ensure training at all these levels, including administrative, Capture, and Executive training. This training was recorded per our request and is used regularly to bring folks up to speed or even to refresh their knowledge of the entire system.

Long Term Benefits

Accountability is at the top of the list. The way this system tracks your progress on a specific opportunity is very telling. This allows us to come together as a team and have more effective discussions regarding a specific opportunity and what actions will need to be taken to mature the deal and increase our organization's probability of a win. The other long-term benefit will come in having a robust knowledge portal encompassing deals that we have won, lost, or have seen canceled. This will increase our efficiency in those efforts for the future captures of each.

Testimonial

"This is what I would consider the gold standard of an Opportunity Lifecycle Management System. It encompasses all the key features necessary to track an opportunity from identification through Win. It can provide your organization a birds-eye view of where you sit in terms of your position to win across all your opportunities. Skip Blackburn and his team truly understand this market and what it takes to be successful and are continuing to advance the system to levels that seemingly have no limits. We look forward to the continued partnership with BIT Solutions in the future." - **Chris Castle, Sr. Director of Business Development**

About Diné Development Corporation

Founded in 2004, Diné Development Corporation (DDC) is a tribally-owned holding corporation established to provide viable economic opportunities for the Navajo Nation. Headquartered in Phoenix, AZ, we are committed to preserving our rich culture through a continual focus on core values to include Heritage, Economic, Leadership, Performance, and Respect. Through strategic growth, we have dynamically expanded our family of companies while supporting the Navajo Nation. Our six subsidiaries provide professional and technical IT and environmental services to a broad portfolio of commercial, tribal, and federal clients. We have grown to over 300 employees worldwide and nearly \$70M in annual revenue.