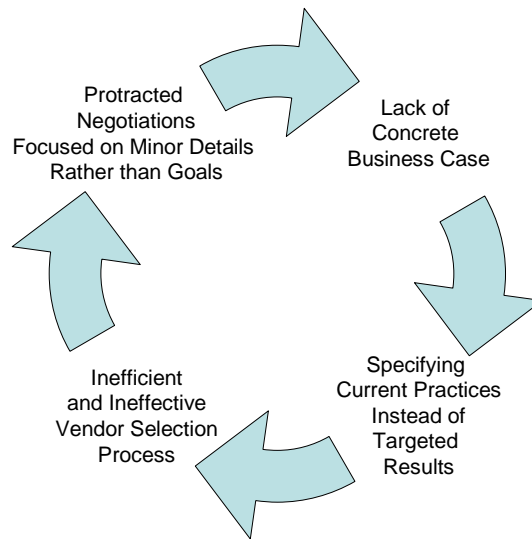


THE INDECISION CYCLE™:
Avoiding ROI Erosion Before the Project Starts
Research Report
April 2008

The Insurance Technology Indecision Cycle



SUMMARY

In the Insurance Technology Indecision Cycle, each poor process or bad decision is compounded by the next one. The end result is usually either a failed project, a project which has lost executive sponsorship and never gets launched (in which the insurer has at least cut its losses) or at best, a project that is successfully implemented but suffers from a severely eroded ROI as unrealistic expectations for business value and cost are not met.

This report draws on direct experience of dozens of vendor selection projects to explain the Indecision Cycle, help insurers recognize when they are at risk of getting stuck in it, and shows them how to escape.

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