



# CommitKeeper

**CommitKeeper** is an easy-to-use, team-based, social task management solution that increases accountability while improving execution by clearly defining commitments of who will do what by when. The application transforms top-down deadlines into bottom-up delivery agreements, provides real-time status updates, boosts engagement, and improves results.

## Overview

Coordinating projects, proposals, events, etc. that involve multiple people on a tight deadline is a challenge, especially when input involves multiple departments. Execution stumbles most often for the same fundamental reason — *agreements between team members have not been kept*.

Agreements are either missed entirely, flawed at the start, poorly tracked, or not delivered. Viable work agreements need to be forged between two people: a requester and performer.

Existing tools do not effectively craft, track, and concisely report on these commitments. Making requests and following-up using email is unreliable while project management systems are too “heavy”. Status updates get lost and there is no visibility into Work-in-Progress. Dialog history is lost, learning is curtailed, and trust declines.

## Commitment based Management

**CommitKeeper**, **4Spires’ Software-as-a-Service** (SaaS) solution, enables users to make, keep, and track work commitments.

Its key distinction: a complete, closed-loop, managed conversation with status tracking and clear results.

The requester and performer negotiate an agreement for delivery of a specific outcome and due date. Workflow tracks the dialog showing who has the ball. The performer delivers; the requester closes the task with their assessment and personal feedback.

The documented dialog progresses with more precision and energy. Execution and engagement improve. Commitments drive actions that lead to identifiable results.

## Successfully Executed Deliveries

### CommitKeeper

- **Provides** value to both parties. Requesters view status and are able to easily follow-up on items due. Performers negotiate and track delivery commitments they can meet. The solution tracks dialog in the context of the task.
- **Enforces** a closed-loop (request - agreement - delivery - assessment) and helps users document the progress of the commitment from negotiation through to successful execution. Performance feedback is built into the workflow.
- **Supports** project management, RFP responses, product, performance, and case management, resolver/escalation roles, call centers, service roles, and sales development.

## Key Features

- Available in web-browser and [Salesforce.com](http://Salesforce.com) versions.
- Team-based solution provides visibility into real-time execution details.
- Tracks your commitments and those made to you. Share conversations with teammates.
- Captures the complete dialog thread of every action and associated comment by all parties. Easy linking of hierarchical supporting tasks / supply chain.
- Completed and closed conversations are archived for future reference and analysis.
- Extensive automatic tracking and updates.
- Dashboards instantly track commitments by requester, performer, due date, status, and by project.
- Workflow tracks who has the ball for the next action.
- Links to email.
- Secure, high performance, web based solution with encrypted database.

**For more information:**

[www.4spires.com](http://www.4spires.com)  
[www.commitkeeper.com](http://www.commitkeeper.com)

or call 650-703-6753

**CommitKeeper** is a work collaboration and commitment tool that's as easy-to-use as email, but powerful as a database. View comprehensive list of commitments across all projects with drill down to details. An embedded workflow shows who has the responsibility for the next action to advance the conversation and deliverable. Access commitments that have been made by you or others. Organize commitments according to user-customizable categories.

## First Step

Requestors initiate the conversation through a simple form and organize requests according to user-defined categories that facilitate reporting. Users can also create To-Do's for themselves.

Does this sound like **Your** organization?

- Your email system is not adequate as a way to follow-up and manage critical deliveries.
- You are unsatisfied with the company's ability to prioritize and execute. Accountability is a concern.

## List Views

Commitments are organized in sortable lists.

Users can quickly assess and evaluate status across all initiatives.

Historical data exposes performance metrics and patterns for individuals and the whole enterprise.

- Your projects are not delivered time, on budget or to your customer's satisfaction.
- Coordination among departments is not what it should be.

Status	Title	Deliver To	Due	Performer	Project	Account	Goal
	Regency training press	Alexa Hansen	Sep 11, 2013	Tom Price	Launch V3.5 product	Regency Bank	Improve NPS 5 points
	Fleet functional spec	Alexa Hansen	Jul 31, 2013	Steve Austin	Fleet proposal	Fleet	Grow customer base
	Acme customer survey	Alexa Hansen	Aug 9, 2013	Peggy Benedum	Acme beta install	Acme Steel	Improve NPS 5 points
	Fleet proposal	Alexa Hansen	Aug 20, 2013	Peggy Benedum	Fleet proposal	Fleet	Achieve \$2M Gross Revenue
	Acme functional spec	Alexa Hansen	Aug 30, 2013	Janet Baker	Acme beta install	Acme Steel	Grow customer base
	Marketing campaign	Alexa Hansen	Aug 30, 2013	Steve Austin	Bing 1.0 version	Bing Metals	Grow customer base
	Marketing plan for Bing	Alexa Hansen	Aug 30, 2013	Bill Koso	Bing 1.0 version	Bing Metals	Grow customer base
	Functional spec for Acme	Alexa Hansen	Sep 6, 2013	Janet Baker	Acme beta install	Acme Steel	Grow customer base
	Marriott UI spec	Alexa Hansen	Sep 30, 2013	Tom Price	Marriott spec	Marriott Corp	Increase 2013 revenue 10%
	Hire PM for Bing	Bill Koso	Jul 26, 2013	Alexa Hansen	Bing 1.0 version	Bing Metals	Hire 2 Senior Managers

## Details

Drill down to track individual conversation details.

Enables visibility into Work-In-Progress.

Archives provide audit trail for completed tasks and allows management to evaluate results.

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