

## **Commit**Keeper



**Commit**Keeper 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**

**Commit**Keeper, **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.

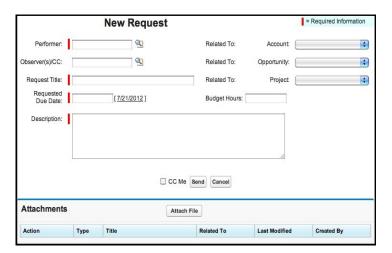
#### **Key Features**

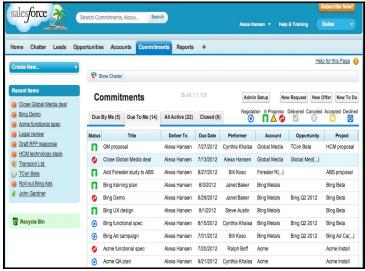
- Available in web-browser and <u>Salesforce.com</u> versions.
- Team-based solution provides visibility into real-time execution details.
- Tracks your commitments and those made to you. Share conversations with teammates.
- Captures the complete dialog thread of every action and associated comment 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.

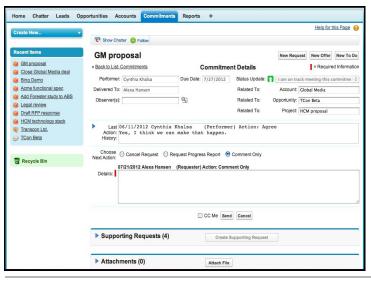
For more information:

www.4spires.com www.commitkeeper.com or call 650-703-6753 **Commit**Keeper provides easy-to-use functionality that is 100% native to <u>Salesforce</u> with links to all other Salesforce objects. 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.

## **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.

#### **Details**

Drill down to track individual conversation details.

Embedded workflows keep actions moving forward.

Enables visibility into Work-in-Progress.

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

# 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.
- Your projects are not delivered time, on budget or to your customer's satisfaction.
- Coordination among departments is not what it should be.
- Lose track of your commitments and those others have made to you.

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