



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 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



CommitKeeper provides easy-to-use functionality that is 100% native to [Salesforce](#) 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.

New Request

Performer: **Related To:** Account:

Observer(s)/CC: **Related To:** Opportunity:

Request Title: **Related To:** Project:

Requested Due Date: [7/21/2012] **Budget Hours:**

Description:

CC Me

Attachments

Action	Type	Title	Related To	Last Modified	Created By
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Search Commitments, Accou... Search

Alexa Hansen Help & Training Sales

Home Chatter Leads Opportunities Accounts **Commitments** Reports

Create New... Show Chatter

Recent Items

- Close Global Media deal
- Bing Demo
- Acme functional spec
- Legal review
- Draft RFP response
- HCM technology stack
- Transcon Ltd
- TCon Beta
- Roll out Bing Ads
- John Gardner

Recycle Bin

Commitments

Build 1.1.105

Admin Setup New Request New Offer New To Do

Due By Me (5) Due To Me (14) All Active (22) Closed (6)

Negotiation In Progress Delivered Canceled Accepted Declined

Status	Title	Deliver To	Due Date	Performer	Account	Opportunity	Project
🟢	GM proposal	Alexa Hansen	7/27/2012	Cynthia Khalsa	Global Media	TCon Beta	HCM proposal
🔴	Close Global Media deal	Alexa Hansen	7/13/2012	Alexa Hansen	Global Media	Global Med(...)	
🟢	Add Forester study to ABS	Alexa Hansen	8/27/2012	Bill Koso	Forester R(...)		ABS proposal
🟢	Bing training plan	Alexa Hansen	8/3/2012	Janet Baker	Bing Metals		Bing Beta
🔴	Bing Demo	Alexa Hansen	6/29/2012	Janet Baker	Bing Metals	Bing Q2 2012	Bing Beta
🟢	Bing UX design	Alexa Hansen	8/1/2012	Steve Austin	Bing Metals		Bing Beta
🟢	Bing functional spec	Alexa Hansen	8/15/2012	Cynthia Khalsa	Bing Metals	Bing Q2 2012	Bing Beta
🔴	Bing Ad campaign	Alexa Hansen	7/31/2012	Bill Koso	Bing Metals	Bing Q2 2012	Bing Ad Ca(...)
🔴	Acme functional spec	Alexa Hansen	7/20/2012	Ralph Boff	Acme		Acme Install
🔴	Acme QA plan	Alexa Hansen	9/21/2012	Cynthia Khalsa	Acme		Acme Install

Home Chatter Leads Opportunities Accounts **Commitments** Reports

Create New... Show Chatter Follow

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Recycle Bin

GM proposal

Commitment Details

Back to List: Commitments

Performer: Cynthia Khalsa Due Date: 7/27/2012 Status Update: 🟢 I am on track meeting this commitme...

Delivered To: Alexa Hansen Related To: Account: Global Media

Observer(s): Related To: Opportunity: TCon Beta

Related To: Project: HCM proposal

Last 06/11/2012 Cynthia Khalsa (Performer) Action: Agree
 Action: Yes, I think we can make that happen.
 History:

Choose Next Action: Cancel Request Request Progress Report Comment Only

07/21/2012 Alexa Hansen (Requester) Action: Comment Only

Details:

CC Me

Supporting Requests (4)

Attachments (0)

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.

- Lose track of your commitments and those others have made to you.

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.

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