

Case Study

GroupSystems Success Story: DynTek

Identifying and Obtaining Consensus on 2006 Critical Success Factors

DynTek, a professional technology services firm, annually gathers to create and monitor critical success factors important to its growth as a company. DynTek's Southwest management team needed to understand their 2006 game plan for each individual business unit; Advanced Networking, Application Infrastructure, Access Infrastructure, Sales, Training, and Professional Services.

Their goal was to identify areas of concern after each business units' presentation; form consensus on short and long term critical success factors for each business unit; and brainstorm on how each business unit and the region as a whole could raise the performance bar in 2006.

Previous meetings were traditionally unstructured meetings. Problems arose in these meetings due to lack of follow-up and poor participation. Many meetings were usually dominated by a few vocal participants.

GroupSystems in Action

The first day of the meeting began with a "Topic Commenter" session based upon previously submitted topics. Each manager presented their specific units business plan, and then, a brainstorming session took place. The brainstorming sessions included standard topics, as well as the ability for the participants to add their own unique topics.

At the end of the final day, a general brainstorming session took place giving everyone the opportunity to submit thoughts that had accumulated over the two day session.

The meeting was held over two days with the following structure: Topic Commenter on previously submitted topics, business plan presentation, brainstorming on that plan. They repeated business plan/brainstorming sequence for all participants' presentations with a final General Brainstorming session at the end of the second day.

Using GroupSystems collaboration software during their 2006 planning meeting helped DynTek take an in-depth look at each business unit and receive across the board comments from all involved. The information gathered was critical for DynTek to make more informed decisions from everyone's individual and honest input and implement that into their 2006 game plan.

"We were able to take a group of strong individuals through a two-day session and drive to clarity and consensus with balanced input from everyone"

Glen C. Holmes,
Regional VP Southwest

Customer

DynTek
www.dyntek.com

Business Benefits of GroupSystems

- Quickly identifying issues, coming to consensus on critical success factors with full participation
- Identification of critical success factors and short term targets
- Greater sense of understanding across the management team
- Spirit of collaboration between everyone involved