



























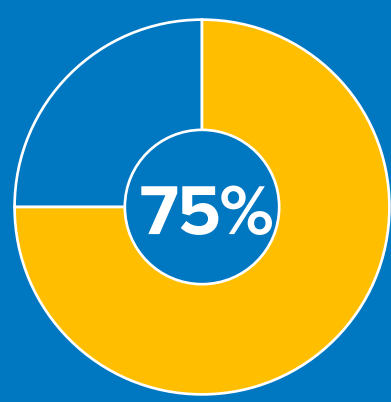
BUILD vs. BUY

CHOOSING THE RIGHT PATH TO ACCELERATE DIGITALIZATION

To build or to buy: How to make an informed decision

The push to accelerate digitalization and automation means organizations across the industry are looking at building capabilities internally or selecting a vendor's product. "Buy" and "Build" decisions each have pros and cons. Your specific needs, timeframes, and budget are key factors when making this choice. The chart below outlines risk factors to help you assess your next steps.

CRITERIA	BUILD RISK 	BUY RISK 	RATIONALE
Time to Benefit			Buy vendors have an existing product - limited work required on design.
Intellectual Property Regarding Business Processes			Solutions built to your specifications belong to you - custom work with a buy vendor that is value-added may become part of future releases that competitors could benefit from.
Product Does Not Evolve At Pace of Industry			Buy vendors may have broader insights into industry trends. Prioritization of enhancements for build solutions may be impacted by competing internal priorities.
Customizations Are Restricted			Buy vendor solutions are used by multiple clients, and willingness/ability to do custom work is limited.
Limited Influence on Product Roadmap			Buy vendor solutions are used by multiple clients, and the roadmap will be dictated by majority needs.
Operational Change Required to Accommodate Product			Build vendor solutions can be built to accommodate operational processes, buy vendor solutions tend to require changes to operations to fit the solution.
Internal Resources Required to Maintain			Buy vendors typically have support models in place.
Internal Resources Required to Design			Build vendors will typically require much more support from internal SME resources to design the product. Future enhancements will also pull more on internal resources for design.
Variance in Implementation Costs			Buy vendors will have a more standardized implementation, and costs to implement will be known within a tighter range.
Variance in Ongoing Run Costs			Buy vendors may have additional costs, such as per transaction costs, per account costs, per file costs, or user license fees.
Variance in Cost to Enhance / Upgrade Over Time			Buy vendors typically have standard release schedules and a defined cost structure for upgrades. Build upgrades or enhancements would be more variable in cost, depending on the scope and complexity of the required upgrade.
Propensity for Scope Creep			Build solutions, starting from a blank slate, are generally more prone to scope creep.



75% of industry executives plan to accelerate digitalization and automation across the business in 2021

—Bridgeforce 2021 BI-Annual FSI Industry Insider Survey

Bridgeforce Helps Make the Hard Decisions Easier

Clients turn to Bridgeforce for both build and buy decision-making guidance. From defining requirements to performing due diligence and documenting future state blueprints—we cover the entire decision cycle. Each client receives a full picture to pick the best path. Once on the journey to default digitalization, we've built requirements and managed the full RFP process from end-to-end.

Contact Bridgeforce to accelerate your digitalization initiatives within weeks, not months.

Our playbook includes an initial knockout scoring sheet and a due diligence scorecard as well as RFI documents that list out business and IT requirements—all requiring a minimal lift on the part of our clients to use and apply.

In fact, we've enabled digital collections capabilities within weeks by using our tools and expertise to accelerate default digitalization initiatives and customer launches.

To learn how you can make the best decision to implement digital collections platforms, email impact@bridgeforce.com.