



FOUR REASONS YOUR CLARITY ENVIRONMENT IS HOLDING BACK PERFORMANCE

AND HOW TO FIX IT.

The fastest way to regain control, restore trust, and future-proof your investment



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Clarity Is Stronger Than You Think. Your Environment Should Be Too

Clarity is a powerful Strategic Portfolio Management platform, but it shouldn't be your bottleneck. The challenges organisations face with Clarity come from something far more familiar: Environments that have evolved faster than the teams using them.

Over time, custom objects, inherited workflows, layered reporting demands, shifting operating models, and handovers between teams all leave their mark. What starts as a well-structured environment gradually becomes harder to maintain, slower to adapt, and more difficult to trust.

None of this means Clarity is failing. It simply means the environment is overdue for realignment and the story across the clients we work with is consistent:

- Reporting slows, not because the platform is lacking, but because governance and data discipline have drifted.
- Upgrades become stressful because legacy configurations and ageing customisations add unnecessary complexities.
- Adoption drops, not because users don't believe in the platform, but because friction builds up in processes.

That is exactly why now is the right moment to take a closer look at your Clarity configuration.

In this eBook, we take a deep dive into why you should restore the conditions where Clarity can deliver exactly what it was designed to deliver: fast, confident decision-making; strong governance; consistent reporting; and a single, trusted view of work across the enterprise.

If your environment has drifted, become harder to manage, or feels heavier than it should, the solution is closer, and simpler, than you think.

1. A Lack of Executive-Level Trust in Reporting and the Numbers

Executive reporting breaks when custom objects, divergent data definitions, and ad-hoc workflows accumulate.

What leadership experiences as slow, inconsistent, or challenged reporting is usually a data governance and configuration problem, not a platform limitation. The fix is realigned data models, rationalised objects, and a rebuilt status / reporting packs so C-suite metrics are clear, consistent, and fast.

Why this matters:

- Executives on average spend almost 40% of their time making decisions (McKinsey), and most of that time is poorly used. A disciplined reporting layer and decision cadence compress this wasted time.
- Gartner states that executive dashboards exist to support decision making, and that satisfaction with decision-supporting metrics is low in many companies, with only 5% of surveyed leaders highly satisfied with their metrics, underscoring the need for better portfolio dashboards and KPI design.
- Clarity provides out-of-the-box status reporting capabilities that consolidate work against strategy, with drill-downs and stakeholder-specific views to increase confidence and reduce decision latency.
- Ignite Technology's client feedback mirrors this, with users adopting the tool at a higher level once governance and reporting hygiene has been improved, a strong signal that clarity of data drives adoption.

"Good decisions don't have to be slow ones."

McKinsey, 2019



2. Cut Upgrade Risks and Total Cost by Simplifying What's Brittle

Most upgrade pain lives in unknown customisations: NSQL, GEL, bespoke objects, orphaned jobs, and integrations nobody owns. That's technical debt in process form.

A de-customisation and governance overhaul removes what's unnecessary, normalises data, processes, and documents. This means upgrades become predictable and run-costs drop.

Why this matters:

- McKinsey states that CIOs believe 20% of budgets should be for investing in new products, but are quietly diverted to technical-debt work.
- Forbes shows that IT teams can spend up to a third of their time on technical debt projects, and that organisations that focus on this as a priority manage to see much faster service delivery.
- Broadcom's own guidance emphasises upgrade planning and customisation discovery, including PPM Customisation Discovery Analysis job for cataloguing objects before SaaS transitions or version jumps.

"Technical debt hinders growth."

McKinsey, 2022



3. Increase Adoption and Speed by Fixing the Real Blockers

When users default to spreadsheets, it's rarely a training issue, it's friction.

Clean up processes, streamline the UX (objects, attributes, layouts), and align reporting to how leaders actually decide; adoption follows. Your mid/technical users and your C-suite need different views, language, and cadence, and that split should be reflected in your remediation plan and campaign assets.

Why this matters:

- PMI's research shows organisations combining portfolio discipline with change management achieve higher success rates, because they address the human side as well as mechanics.
- The 2025 Pulse of the Profession highlights that teams with strong business acumen (i.e., outcome focus) see lower failure rates and higher goal attainment, evidence that outcome-aligned design and measurement increases performance.
- Clarity's reporting and status capabilities are stakeholder-tailorable, enabling views by goal, portfolio, or initiative to reduce "report chasing" and speed adoption.

"Organisations that invest in proven project management practices waste 28x less money."

PMI (Pulse)

4. The 90-Day Clarity Environment Reset

What comes next is a strategic, outcome-driven path to restoring performance, simplifying complexity, and rebuilding trust in your reporting.

Across our clients, we see that organisations lose efficiency not because platforms are weak, but because environments drift over time. PMI notes that poor project governance and data inconsistency can drive significant waste, up to 9.9% of investment lost due to low performance.

Clarity excels when the environment around it is aligned, disciplined, and governed. Ignite's environment reset is designed to restore that alignment, using proven methods our consultants deliver every week across Europe and MEA.

- Complexities and ad-hoc configuration contribute to rising operational costs and slow decision cycles. McKinsey states organisations with unmanaged tech debt spend 40% more on maintenance and deliver change more slowly.
- When decisions rely on offline reporting or inconsistent data, visibility and confidence decline. Clarity's native Status Reporting framework enables consistent, real-time insights, but only with clean, governed data.
- PMI highlights that organisations who maintain ongoing governance and support achieve significantly higher project success rates.

"Organisations that invest in proven project management practices waste 28 times less money because more of their strategic initiatives are completed successfully."

PMI, Pulse of the Profession



Conclusion: Your Clarity Environment Should Be Working for You

Clarity is a powerful strategic platform, built to drive confident decisions, unify delivery, and provide the visibility leaders depend on. When the environment around it drifts, becomes over-customised, or loses governance discipline, the platform doesn't lose value, organisations simply stop accessing the value that's already there.

What the past years of conversations, assessments, and delivery work have shown us is clear: The gap isn't between Clarity and where you want to be, it's between your current environment and what Clarity is fully capable of. When reporting delays, upgrade challenges, adoption issues, or over-configured estates slow teams down, they don't just create frustration, they quietly drain time, resources, and money.

Every manual workaround, every offline spreadsheet, every duplicated update represents real operational cost. The signal is always the same, this is the moment to fix what's slowing your organisation down. The good news? You don't need a rebuild or a migration to unlock the benefits. What you need isn't transformation for transformation's sake, but to return Clarity to the strategic role it was meant to play, clean, aligned, and delivering value without waste.

Before you consider replacing anything, or before minor frustrations start to shape major decisions, step back and ask a simpler question:

- Is it Clarity that needs to change, or is it time to take back control of the environment around it?

For most clients, the answer is the same: Fix the environment, and Clarity will deliver exactly what it was designed to deliver.

If you're ready to make that happen, or want to see what your next 90 days could look like, we're here to help.

[Click here to get in touch with our team](#)



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