

Why IT decisions don't hold – and what independent ground truth changes.

THE GAP

In most organizations, governance and reporting are well established. Yet decisions that seemed settled reopen. Different parts of the business see different signals. Updates arrive filtered or incomplete. Debate re-emerges long after a decision was made.

This pattern rarely reflects failure. It reflects the absence of one thing – an independent record of how technology actually lands across the organization.

Without it, leaders work from competing interpretations rather than shared reality. Confidence drops. Decisions lose durability.

"Voxxify quickly showed me what wasn't coming through the usual channels."

Dohsung Yum, CIO, Cloudera

WHAT IS MISSING

The issue is not a lack of dashboards, KPIs, or executive reports. These describe performance against targets. What is often missing is an independent view of how technology is actually experienced across roles, functions, and sites – one that no internal team produces and no vendor supplies.

When that view is absent, leaders debate interpretations. When it exists, they act on reality.

"I can honestly say that without that data, I may have actually prioritized the wrong thing."

Bridget Collins, CIO, Cerence

WHAT CHANGES

When an independent record exists, decisions rest on shared ground. Facts no longer require repeated validation. Conversations move forward rather than revisiting the past. Alignment forms without persuasion.

The organization becomes easier to lead – not because complexity disappears, but because ambiguity does.

"A certain managed service provider scored very poorly in year one. And again in year two. They will not be around for year three."

Anthony O'Callaghan, CIO, Carbery

HOW VOXXIFY IS USED

Voxxify is the independent record of how technology actually lands across the organization.

It captures how technology is experienced directly – across roles, functions, and sites – and resolves that input into a stable, shared picture that leaders can stand over. It does not replace existing reporting or governance. It anchors those processes in reality rather than interpretation.

Voxxify is used as a system of record for lived IT experience.

WHY THIS MATTERS TO THIS CONVERSATION

When leaders share the same view of reality early in a decision cycle, material commitments are less likely to be reopened. Investment decisions stay grounded. Vendor relationships are held to an independent standard. And the next significant commitment rests on evidence – not assumption.