slack

Buy v Build Analysis

Our team created weighted criteria from key results we wish from our feature, and compared whether we should buy, build, or use a hybrid of both when we create our feature

Criteria	Rank	Weight	Buy		Hybrid		Build	
Time Required and Resource investment	6	5%	Adopt, which is faster	6	Build APIs, integrate & customize, faster than building	4	In-house development, would require more time	2
Product support	5	10%	Vendor will maintain	6	Combination of vendor + in-house	5	Dedicated support team needed	2
Data Privacy	4	10%	Security compliances would need to be met	3	Shared security risks	5	More secure as it's in-house	6
Customer Transition into Feature	1	30%	Very similar to Canvas, but not customized for ease of use	4	Easier, with customization and backbone of Canvas	6	Feature may be too similar to standard Slack Workspace	4
Customer Satisfaction	2	25%	Difficult to tailor for user needs	2	Customizable with limitations, may impact experience	5	Can be customized for greatest customer experience	6
Technology and compatibility	3	20%	Moderate	4	High	6	High	6
Score			3.7		**5.45**		4.8	

In our MVP, we have selected the **hybrid** approach as it has the highest score following our analysis. This impacts the size of our feature because we don't need as many internal employees working on building the feature, as it is partiallly outsourced to a third party vendor. It has **reduced the resources** needed to build the feature, as Slack will only be building the custimizations that are required of the feature. Prior to completing this analysis, we assumed either a hybrid or build approach would be most effective for our feature, however, this analysis has proven that a hybrid approach is what makes most sense for our feature.