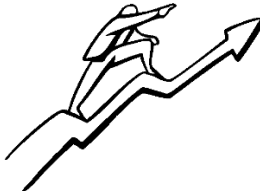




- written by Kirsten Austin of DCSC Inc.



## ERP Implementations and Why They **Succeed**

In our fifteen years Of Software implementation experience, we have found that many people are leery of going through a new ERP Implementation. ERP implementations **can** be successful if the following criteria are met.

- 1.) Your company has a real need to switch your software. This means, you are losing money with your current software. Several reasons include, data-integrity, interdepartmental visibility, software functionality, and reporting and outdated technology. You may also be placing your company in jeopardy if you are running a software package that is no longer supported by it's publisher.
- 2.) Your company not only understands the need to improve your operations with an integrated system but *top department heads are involved in the software decision process.*
- 3.) A team should be created to not just "train" on the software but help set up the software in order to take "ownership" of the enterprise solution. This team should be managed by a spearhead that requires **full backing** by top-level executives.
- 4.) Your software sales consultant should be forthright about what the specific package can and cannot do. All costs should be *clearly defined* so you can budget for the entire project. You should not base your final purchasing decision on price alone.
- 5.) A clear implementation process should be set in place with milestones based on your go live date. If any bottlenecks occur, they should be identified immediately and your management should work as a team with your consultant to aggressively get back on schedule whether it means to reassign tasks, work overtime or align human resources to complete the project.

- 6.) Finally, your company should make it clear that the goal of the implementation is to improve operations and help company become more profitable. All team members should be onboard with this plan. Negativity can sabotage and slow down implementation efforts and should not be tolerated by upper management.

## **What it Costs to Run Outdated Software**

New Enterprise Software is not “cheap” and takes a considerable capital investment. However, in today’s economic times *strong* people and companies are offered an opportunity to gain market share, reevaluate business processes and reevaluate ongoing expenditures and operating pitfalls.

Only your company can truly identify a true Return on Investment but the areas we find cost manufacturing, distribution and service organizations are as follows ...

- 1.) Data – Redundancy and Manual Re-Entry: If your systems are non-integrated there is a serious cost in time and money. If you do not have real-time access to data you can and will lose money. Anytime you are required to re-key or even enter data into one or more systems you are opening yourself up for errors. If you cannot easily extract information from your system for reporting purposes, you are losing money period.
- 2.) Inventory Control – if you do not have a powerful, real time, inventory control system with visibility in all departments, especially sales, distribution and manufacturing you will lose money. Understanding your inventory and applying knowledge based on clear logic will help you avoid carrying inventory you do not need and ensure you carry the right amount inventory you do need.
- 3.) Customer Service Costs – if it takes too long to access your data while you’re on the phone with your customer or you are not communicating across all departments about customer issue you are losing time and money.
- 4.) Technology, if you are “baby-sitting a dinosaur” and constantly having to massage it to make it do what it needs to do, you are losing money. As time marches forward, it can become more difficult to find developers/programmers with skill sets in outdated programming languages.
- 5.) One Man (or Woman) Syndrome - if one person in your company is the “Go-To” all the time, you are opening your growing company to too much risk. Case in example, “How do you place Special Orders? Ask Roger Knowledge.” “How do you handle new clients? Ask Roger Knowledge.” “What is your process for returns? Ask Roger Knowledge.”