



## What it Costs to Run Outdated or Insufficient Software

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New Enterprise and Supply Chain 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 and re-evaluate business processes, ongoing expenditures, and operating pitfalls. Now may be the best time to consider implementing new software.

Only your company can truly identify a true Return on Investment, but the areas that cost manufacturing and distribution companies with lost productivity and profits are as follows:

- 1) Data Redundancy and Manual 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, you will lose money. Understanding your inventory and applying knowledge based on accurate information will help you avoid carrying inventory you do not need yet will ensure you carry the right amount of inventory you do need to meet your customers’ demands.
- 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 issues you are losing time and money.
- 4) 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? For 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.”