Business Improvement Group, LLC
We Diagnose, Improve, Teach and Hand Over

Choosing and Implementing an ERP System

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New Developments in ERPs

- **Web-based hosting, storage—available on any device 24/7**

- **Cyber-security: NIST and ITAR compliant**
- **Ability to design, write your own no-code workflows**
  - **Make processes work the way you want**

- **Ability to design and write your own reports**
- **Document revisions and ECOs**

- **All of this without the vendor's help.**

It's About Process

- **An ERP is meant to help you run your business—not the reverse.**
  - ERP vendors don't know your business, so they "sell what they have"

- **YOU have to decide how you want to run your business.**

- **We help you break down your business into a series of processes,** help you imagine how those processes can be improved, and derive from that a series of features that your new ERP needs to have.

Start With Current Processes

- **Before you can improve anything, there needs to be agreement among your team on what *current* processes are.**

- **This is surprisingly difficult—but important, because it's hard to improve anything if there's disagreement or misunderstandings about the current state.**

- **So, we help you to fully understand the current state of your processes—everything from order-taking to shipping.**

Then, Imagine/Improve the Processes

- **Take steps out**

- **Reduce errors**

- **Synchronize processes, reducing Time-To-Cash**

- **The newer ERPs are advanced enough so that if someone says "I wonder if we could…" the answer is probably Yes.**

Use Reimagined Processes to List Features

- **From the previous exercises, a list of features you want in your new ERP will emerge.**

- **These features are weighted from "nice to have" to "must have"**

- **ONLY THEN will we even start talking to ERP vendors. Because now, you know what you want.**

Researching ERP Vendors

- **We'll call 6-8 vendors and ask them about the "must-haves". Any the vendor doesn't have, disqualifies them.**

- **We send the list of features to the remaining vendors and ask them if they are available, customizable, or not available.**

- **The list of "weights" you gave the features will be multiplied by the availability at each vendor to arrive at a total score.**

- **Then the top vendors will be given the opportunity to demonstrate for you that their ERPs can do what YOU want them to do.**

Other Considerations

- **Intuitive feel, easy to navigate?**

- **Global search?**

- **Text fields not limited to "X" characters?**

- **Customer service and programming support?**

- **Quality of training and implementation?**

- **Availability of local support?**

Implementation

- **We will write a detailed project plan which incorporates all vendors (ERP + Network + Hardware+…)**

- **…and conduct weekly meetings to keep everyone on track.**

- **We will help you write a *very* detailed process map so that the ERP is implemented just the way you want it.**

Implementation (2)

- **The ERP vendor will provide basic system training.**

- **Depending on how big the change is, and what new skills are required of your people, job descriptions may need to be changed.**

- **We will help your people understand the system holistically... how an entry in one part affects the others.**

- **Part of the Project Plan will also include data extraction from current systems and cleaning it up for the new system.**

Cutover

- **Until recently, industry practice has been to run the new ERP and your old one in parallel and compare results to make sure the new system is running properly.**
  - But this is a ton of work and really isn't required any more.

- **New Best Practice: Run different kinds of mock orders and audit the results to insure the new system runs properly.**

- **Do a final import of data... and you're on your way!**

Have We Given Away The Game Here?

- **We've explained our basic methodology.**
- **But not the details, and devil is in…**

- **We are skilled facilitators and expert project managers**
- **We supply bandwidth. After all, you already have a day job**
- **We know many of the ERP vendors**
- **We have a network of experts with related skills you may need**

- **And we've done it before.**

Not your typical consultants...

- **Three partners with 100+ years of operational experience** as General Managers, C-level execs and consultants
  - A team of senior doers and operators that roll up our sleeves and get the job done - No junior staff!
- **SERVICES:**
  - Operations Diagnosis/Audits
  - Improve productivity and quality simultaneously
  - Systems implementation
  - Supply-chain management
  - New technologies
- **We don't write fancy reports. We get stuff done.**

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