

## Overview

What makes a successful implementation? At the very least you would expect to transition to the new software on time and on budget. Easier said than done. Over the years we have found some common attributes that are shared with successful implementations and common attributes for, let us say, less successful implementations. You might think implementations are cookie cutter. Many ERP vendors today want you to think that implementations are cookie cutter. If you have implemented in a specific industry, shouldn't it be the same for any company in that industry?

Let us begin with expectations. First you must define what you are agreeing to do. Let us call type A implementations simply moving what you do in your legacy software to a new software platform. These implementations can easily be standardized with basic set-ups and training. A lower cost solution for sure. It accomplishes moving your business to a new updated software solution and maintains all the existing data and processes.

Now let's discuss a type B implementation. Many companies when making the investment in a new business solution, which includes investments of time and money, want to redesign. Since you are going to spend the time anyway, the implementation is a great way to open all those old boxes and figure out what you need. Companies are a lot like homes. Over the year's homes accumulate a lot of stuff. After a while, you do not need a lot of it, but it hangs around and some of it you don't even know exists. Clearing out those boxes will help your company be leaner and easier to manage. This is business process re-engineering.

Take an opportunity like changing your core daily business software solution to re-engineer your business. You can address many elements such as, chart of accounts, Inventory SKU numbering, consolidation and standardization of data, removing history that is no longer valuable. Some companies may find their inventory valuation method is no longer accurate or representative of the business today. Reports and manual processes may be going on and are no longer necessary. Last but certainly not least, you definitely have a mountain of manual spreadsheets employees have created and maintain day after day. We can talk about why manual spreadsheets are holding your company back, but we will shelve that nugget for another conversation.

Clarity on expectations are so important and the first building block to a successful implementation. Decide what is best for your company. Is it a type A implementation, a type B implementation or some combination of both? Copious understands the importance of this and will help each customer define what's right for them. Perhaps we start with a core implementation while addressing certain major issues. Then after go live, phase in another project to address other lower priority business issues and objectives.

Regardless of which implementation methodology is right for you, there are attributes that exist in every successful implementation:

1. Expectations
2. Goals
3. Leadership (Must be driven by the corner office)
4. Communication
5. Flexibility
6. Project Status Meetings
7. Project Change Notices (what you meant vs what I heard)

Although this is a succinct list of successful project attributes, we can discuss each of them at great length and why each is so important to your business. At Copious, we have tremendous experience with implementations and business process re-engineering. We are here to help businesses just like yours create their goals and expectations. Guide you successfully through your business solutions project and keep you informed every step of the way.



## About Copious Solutions

Copious Solutions sells, implements, customizes and supports industry leading ERP (Enterprise Resource Planning) solutions for small to medium enterprises. We specialize in ERP solutions for Manufacturing and Distribution organizations.

We know you have many choices in both your selection of an ERP solution, as well as, your choice of service providers. We are glad you've taken the time to learn more about Copious Solutions.

