

ERP implementation strategy

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The core of digital transformation. ERP systems are the second layer of the IT architectural eco system after the infrastructure layer , especially for enterprise corporations. There is no room to ignore the ERP system or avoid the implementation, it is the base and the fundamental of digital transformation.

Implementation users pyramid. The main problem of the ERP implementation is that the adding value of the system comes at the final stages of the implementation. The executives and CEOs must wait till the end of the implementation cycle to sense the ROI , gain major business intelligences and major KPIS. The starting of the implementation focus in the button layer of the pyramid.

Failure of ERP implementation. The main failure of the ERP implementation is the lack of showing the value add for the decision makers at the early stages of the implementation. Although the decision makers believe in the value of ERP system in general but because the natural life cycle of ERP implementation and the user resistance of the systems they mainly end up with un satisfied experience and cause implementation failure.

User resistance is not the main issue. A lot of study shows the user resistance is the main cause of the ERP failure. However, this is not a valid statement , naturally users or human resist changes and specially for habits or systems they used them for long time. Even if you change your mobile from a system to another you find yourself resist the change.

Ease the executives engagement. Executives do not have time to meet for hours to review blueprints , review thousands of processes , engage on committee meetings or even discussions. This strategy of engagement is not working. You need to ease the engagement to the maximum. One of the best way to engage executives is to show FORMULAS instead of processes. For instance show the main formulas for vertical systems or each business module , let the executives review them , comment on them , send feedback in easy way. Focus in tops formulas that the executives care about.

LIVE System simulation from first day. ERP system companies must provide live access to executives from the first day. They need to provide the executives with exact similar system simulation which shows the real value adds like ROI , BI , analytics , KPIS. Allow executives to enter their data from excel sheets , ease the importing for data, gain direct feedback online , shows formulas and assign online real time support. Let executives use their mobiles to interact with system , give the extreme experience. This is not only at the first stage of the implementation but across the whole implementation of the ERP.

Executives to executives. The online engagement must engage the executives of the ERP companies as well , engaging account managers or sales executives is not working. Executives need to talk to executives , with online engagement the system simulation must open direct

engagement with the top management of the ERP companies. Yearly conference and meetings are not working.

ROI Formulas. Let the executives see the ROI of the whole system through the system simulation. Focus on major ROI of ERP systems , give process mining scenarios with easy to understand presentation , let them play with formulas of ROI , ease the importing of data , even assist them to import the data with any format. One of the most important factor that you need to show always is the TCO for ERP systems across at least 5 to 10 years.

Create executive social community. Do not be afraid to connect executives to each other's through online social portal. Build online portal , let your customer executives talk to each other even in private sessions , let them even send combined complaints or suggestion , you are the winner at the end.

360 digital transformation. If you provide the ERP system , you really need to care about the system integration with other customer systems, even if they implement your competitor solutions. This is really a very important strategy to be considered. From first day of engagement provide partners , suggestions , add-ons for system integration. Again, focus on executives.

Eco system building. Building eco system for your ERP solution would not be through partners , certified engineers , customers base only. The main playing is to build Eco system through integrated customers community. Hard to do but this is the main strategy , word of mouth running the eco system even with enterprise level.