

## Enterprise Resource Planning (ERP) Optimization Services

ERP systems have provided a foundation for improved management of critical company resources. Although many companies have implemented an ERP system, few have reaped the full potential of their ERP investments. This is due to a number of factors, including incomplete implementations, lack of focus on process redesign, inadequate post-implementation review/support, poor data management, and inadequate business intelligence. Organizations must focus on continuous improvement to reap the benefits of ERP systems, including improved operational efficiency and competitive advantage. Many companies who completed their initial ERP implementation are now seeking to improve its value and continue implementing additional functionality.

Our offering will give clients who have already implemented an ERP system a fresh perspective on how they can optimize their implementations and start reaping the benefits. This includes a review of your current ERP system and a roadmap for continuous improvement. For clients who are about to implement an ERP system, we have an ERP strategy service offering that provides guidelines and support for doing it right the first time.

### **Description:**

The ERP Optimization offering provides an assessment and analysis of your current ERP environment that will provide:

- ✚ An understanding of where you stand in your ERP implementation vs. best practice
- ✚ Opportunities for improving and/or extending your ERP environment
- ✚ An action plan and roadmap for achieving benefits from your ERP system

Our consultants have expertise in implementing and providing quality assurance for ERP systems. The team also has experience in performing IT performance assessments, developing actionable IT strategies and architecture plans, and improving overall IT performance.

We team with our clients to perform the *ERP Optimization* based on their goals and business requirements, and educate their team in the process. We feel that this is important so our clients can take ownership for the recommendations, and are capable of making continual adjustments to the optimization plan as changing business needs demand. We stress that the plan is not just a report, but a process that positively impacts how IT delivers value to the business through its ERP system and impacted business processes.

**Deliverables:***Standard*

Our service offering delivers the following results:

- A definition of current business and IT strategies, and a list of perceived ERP issues and desired goals.
- An assessment of the ERP environment (people, process, and technology), and its support systems – e.g., feeder systems, business intelligence, etc. We will evaluate the client's ERP implementation based on our assessment framework (see Exhibit A). We will also conduct an application technical and functional quality review.
- Education on ERP success factors and a clear understand of benefits and limitation of an ERP system, including vendor specific information and the role of business process management.
- Opportunity analysis for how to improve ERP functionality and deployment so that it better supports the business direction and maximizes return on investment.
- Clearly defined strategies and tactics that guide future ERP investment.
- A prioritized set of actions/initiatives required to implement the optimization plan; each key initiative will have a business case that defines high level costs and benefits
- An execution roadmap that outlines resource requirements and timeline to achieve the agreed to benefits

Our Consultants will deliver a detailed report that includes the above deliverables and present the findings to our client's management.

*Optional*

We can also assist our clients in implementing the recommendations that are defined in the optimization plan.

**Target Audience:**

CIO, COO, CFO

IT executives and senior management who are responsible for IT direction and core applications like ERP system across the enterprise. The optimization action plan will allow them to be assured that their IT investments yield the expected benefits. It will also improve alignment between the IT function and the business on potential opportunities and challenges in implementing an ERP system.

## Exhibit A – ERP Assessment Framework

We will review and evaluate the following:

- Business and IT Strategies
- Business process definition that the ERP is supporting
- Progress on the original business case and desired benefits
- The current status of ERP development; what's completed and what is still planned
- Development and deployment track record and challenges
- Technical and Functional quality review (how the ERP system is viewed by IT and business users)
- Application development and support processes for ERP, including:
  - Business process management
  - Application management
  - Organizational change management and communication
  - Training and support
- ERP impact on Application and Data architectures
- Business intelligence design and delivery
- Organizational roles & responsibilities for all facets of the ERP environment, including the level of resources internal and external) supporting the system
- The program management and governance structures that guide ERP development and support