

CHAPTER 4

ASSURING A SMOOTH LIFT OFF
WITH EVERYONE ON BOARD

Managing the integration challenges
with all departments

Now the real work begins.



STEP A

FULL MANAGEMENT BUY-IN

Whatever it takes,
management must get 100%
behind the transition.



STEP B

INTEGRATING DEPARTMENTAL NEEDS, CUSTOMER REQUIREMENTS,
AND TRANSITIONS FROM LEGACY OPERATIONS

Process re-engineering is a
critical part of the
implementation - a beneficial
approach outlined earlier.



TWO CRITICAL POINTS HERE:



The re-engineering process requires approval and interaction with all departments.



The customer is the reason we are in business.

A correct approach is to make sure the customer experiences improved service levels. A successful re-engineering of business processes should produce an improved customer experience.

STEP C

ROLLING OUT THE NEW SYSTEM SMOOTHLY

Tips for a successful start-up
and launch of enterprise wide software:

- 1 Run multiple trials at department levels.
- 2 Phase your implementation into realistic elements.
- 3 Anticipate challenges and problems.
- 4 Have regular project meetings to follow the progress of the project, raise any issues and ensure that all stakeholders are committed to the deadlines.

SUMMARY:

Even though the switch over to a new enterprise wide software solution would seem to be a heart stopping event, it need not be. **Planning, installing, evaluating, testing, and proceeding** incrementally with experienced implementation consultants guiding the way will make the transition run smoothly.