CONFUSED
–BY YOUR–
ERP SOFTWARE
SELECTION PROCESS?

Looking for new business management software (ERP software) and confused about the process you should follow?

You are not alone.

If you are a small to medium sized business and you are in the market for a new software solution to run your finance, distribution, manufacturing, reporting, services, projects and mobility you might want to consider a software selection process that looks like this...

01

A BROAD DEFINITION OF REQUIREMENTS AND BUDGET

Establish how much you are allocating to spend on the project and get each department to list their functional requirements. Budget and functional requirements go hand in hand - the greater the list of functional requirements (increased complexity) the greater the budget required to implement ERP. Interview SME's (Subject Matter Experts) in each functional area of the business - finance, inventory, projects etc. to consolidate functional requirements for their business unit.

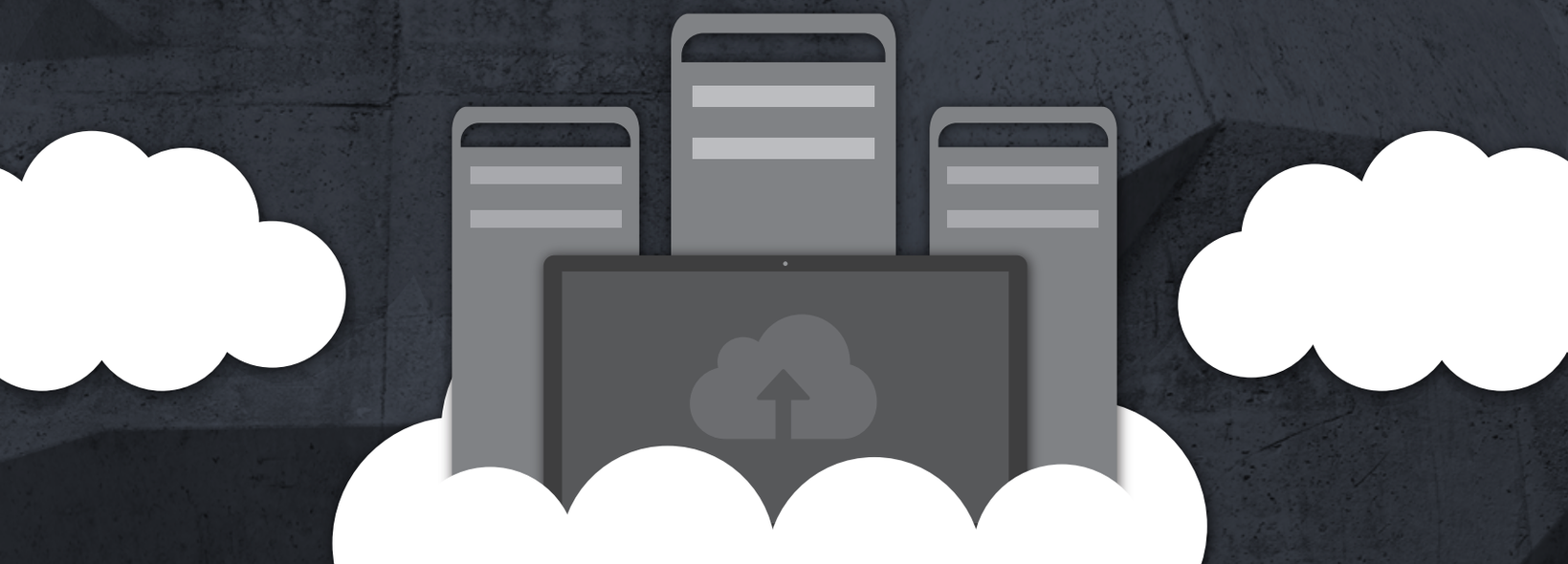
02

WEB INVESTIGATION

Do your homework. Get online and investigate which solutions are available for your industry. The web has lots of free information – go for it.

03

CLOUD OR ON PREMISE



A quick return on investment, scalability and ease of deployment means that most new implementations of ERP are cloud-based. Cloud ERP is leading the way - taking advantage of new technologies - mobility, AI, IoT and more. Consider cloud your first choice.

04

REFERRAL

Get referrals from companies in your industry. Find out which products your competitors and other businesses in similar industries to you are using.

SHORTLIST

Based on your web investigation create a shortlist of potential providers. List 3-5 potential ERP solutions based on functional fit, industry experience, budgetary requirements and implementation/support options.

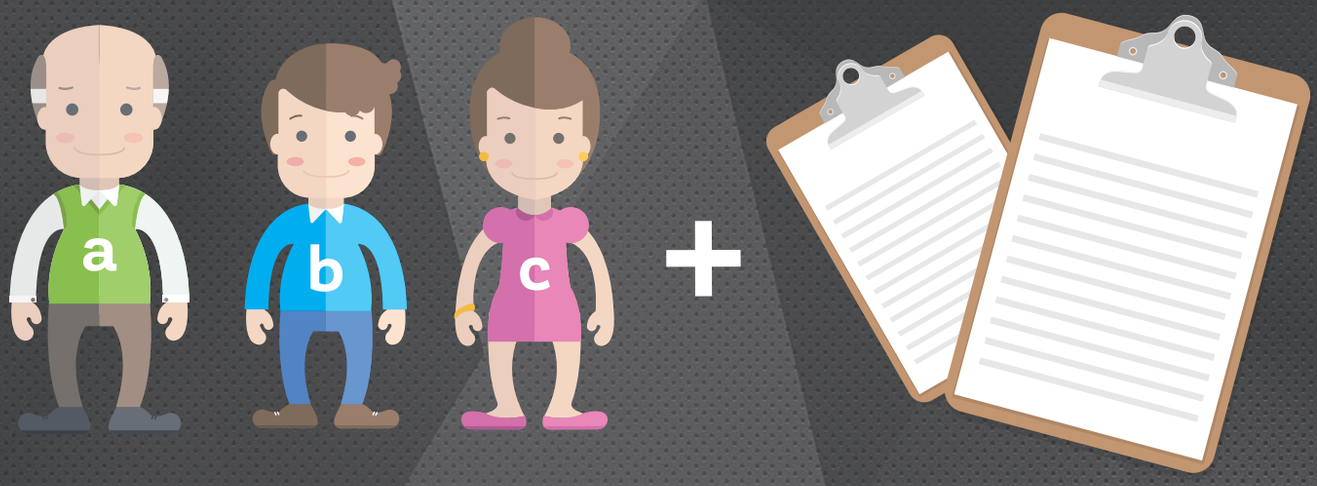
06

CONTACT POTENTIAL PROVIDERS

Make contact with potential providers
and invite them to a first meeting.

07

FIRST MEETING "DISCOVERY"



Meet potential vendors (on-site or virtual) and go through your requirements, budget, timeframes and selection criteria. Provide these potential software vendors with a list of your business and technical requirements. Ask lots of questions about support and implementation options, similar implementations that the provider has completed and the vendor/implementation partner team. Ask potential vendors / resellers to provide you with budgetary estimates for their solution (include SaaS / cloud / software / services / support). Ask about fixed price vs do and charge implementations.

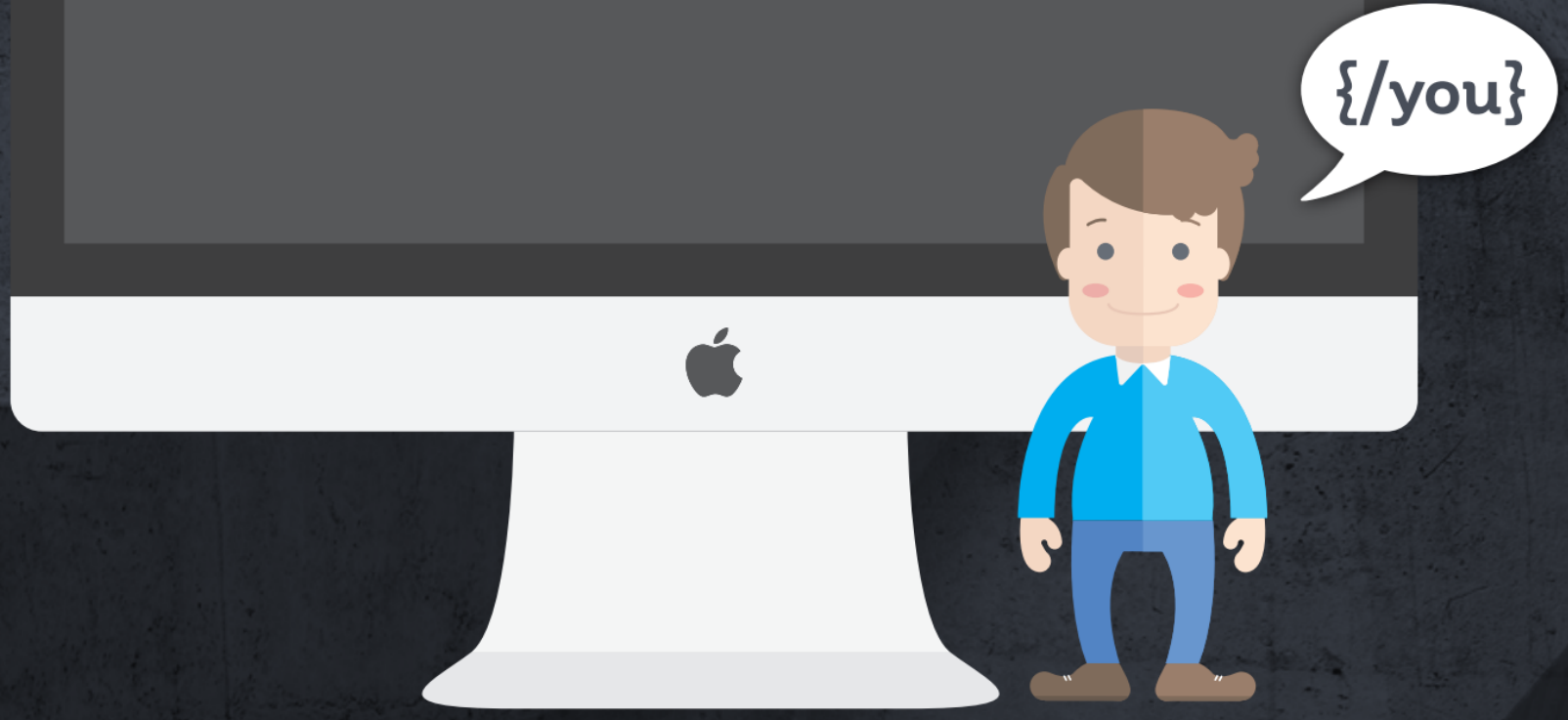
08

INITIAL FEEDBACK FROM FIRST MEETING

Ask potential vendors / resellers to provide you with budgetary estimates for their solution (include hardware / cloud / software / services / annual fees).

09

PREPARATION FOR DEMO



Ask potential suppliers to prepare a demonstration for you. Ask that this demonstration of an ERP / business management solution be tailored to your requirements using some of your data. The demonstration should focus on your functional requirements with careful consideration for the more difficult/technical functional requirements.

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ERP Advice, Implementation & Support

Got a question about cloud ERP Solutions?

Maybe you have questions about Cloud ERP Software or perhaps you want to know more about Leverage Technologies and how we can help your business grow profitably.

Call us on 1300 045 046.

10

POST DEMO REVIEW

Ask your team members who were present during the demonstration to rate and document their findings. This post demonstration review should include how well the product was demonstrated, the look and feel of the product, the ease of use and ability to demonstrate fit to your requirements. Highlight potential problem areas that the solution provider was not able to demonstrate - this might indicate a functional gap.

11

SHORTLIST OF ONE

Create a shortlist of one and start a more detailed investigation of the software and vendor.

12

HIGH LEVEL SCOPE OF WORKS

Ask your potential software provider to do a high-level scope of works. The objective behind this scope of works should be to establish a detailed and if possible fixed price proposal. The proposal should include all costs – SaaS, Cloud software, support and implementation services. More information about a high-level scope/requirements is available here.

13

FIXED PRICE?

SME's should be asking for a fixed price proposal based on a scope of works. There are pros and cons to fixed price – and the success of a fixed price project is subject to a good scope of works.

REVIEW

Now that you have completed the demonstration, product evaluation and high level scope of works you will be in a position to finalise your decision. This is a good time to be interviewing the team that will be involved in your implementation. Ask to interview the project manager, team leader and consultants that will work on your implementation.

15

REFERENCE SITES

Ask to talk to two reference sites to see if you can learn anything from their implementation of an ERP / business management solution? What worked for them and equally as important what did not work for them. What would they have done differently?

16

AGREEMENT

Evaluate the agreements (typically an End User License Agreement and Services Agreement). Once happy with the agreements - including service level commitments, put pen to paper and get the project started.

KICK OFF

Get the project started.

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