

## SERVICE DESCRIPTION

# Enterprise Resource Planning (ERP) Project Support

The decision to implement an Enterprise Resource Planning (ERP) system, either as a replacement for an existing system or as a new capability, is tough to make, and can be tougher to implement. ERP strategy, processes and technology fundamentally impact the way the organization does its work, speeding up some processes and reducing manual intervention (for better and for worse). The potential benefits to an organization are high but so are the potential risks to the business. It is important in the initial stage of an ERP project to identify and anticipate the high risk areas of the project and then manage them more closely to ensure the benefits are captured and the risks mitigated.

The following is list of frequently-occurring risk areas in many ERP projects:

- ~ Incomplete business case definition
- ~ Cultural change management
- ~ Unpredictable vendor reliability
- ~ Complex systems/ technical integration
- ~ Scope (and therefore budget) creep
- ~ Insufficient project management focus

IT Evolution can support ERP initiatives by:

- **Helping build the rationale and business case for the project**

It is critical that the business case be well understood for two reasons: 1) during the design phase it will be important to ensure that decisions are made based on the business goals of the project, and 2) if and when the project becomes challenging (or the project champion leaves), the project will be in jeopardy unless everyone understands and continues to drive towards the benefits that the new system and processes will bring.

- **Supporting the vendor selection process**

It is important to take a holistic approach to the vendor selection process and not just get caught up in functional fit analysis. The long term viability of the vendor, the relationship the vendor will have with the client and the contract that gets signed between the vendor and the client are equally important as the functional fit and system design. We help define the strategic selection criteria, select the vendor, and negotiate and structure the contract to set the foundation for a successful implementation.

- **Providing project management as an advocate of the client company**

We do not retain package-specific configuration skills in-house – they are generally best procured from the vendor as part of the overall installation contract. However, project management is a critical component of a successful implementation – not only for tight management of costs, timeline, and risk, but also as a resource to advocate with a vendor and manage internal client resources. Since ERP projects are done every 5 to 10 years in most companies, it is unlikely that a company will have inhouse project management resources with current experience that can anticipate the business risks associated with a major ERP undertaking.

**We offer a free, half-day evaluation which includes a written executive summary of observations and recommendations for helping you better understand opportunities to reduce the risks associated with an ERP project.**

## ABOUT IT EVOLUTION:

Serving Pennsylvania, New Jersey and Delaware companies for more than 15 years, IT Evolution provides information technology services. The firm provides a full spectrum of IT services including IT consulting, data management, program/project management and infrastructure services and support. IT Evolution has senior, experienced, local resources delivering solutions that are right-sized for its clients' needs. The company's motto is, "We can help" and is recognized as one of the fastest growing companies by the Philadelphia 100, South Jersey 25 and INC 500/5000. For more information, please visit [www.itevcorp.com](http://www.itevcorp.com) or call toll-free at 888-464-1845.