

The Path to a Successful ERP Implementation

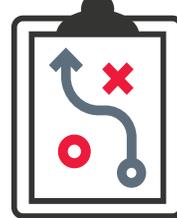
SMALL BUSINESSES START THEIR JOURNEYS WITH QUICKBOOKS



More than half of all IT executives say ERP is on their list of investment priorities



Finance, accounting and IT employees are the biggest influences in selecting and implementing ERP systems



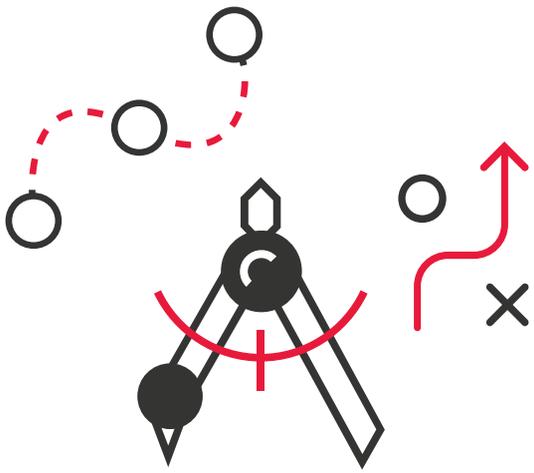
64% of companies are either already in the midst of or planning to implement ERP software within the next three years



The global ERP software market is currently valued at nearly \$60 billion (up from about \$55 billion in 2022)

Source: Truelist, "ERP Statistics - 2023", 2023

DON'T TAKE YOUR ERP IMPLEMENTATION LIGHTLY



Enterprise Resource Planning (ERP) implementations shouldn't be taken lightly.

- ▶ When they're not carefully planned, managed and executed, ERP implementations can disrupt business processes and workflows.
- ▶ They can also hamper productivity and prevent companies from realizing the true value of their technology investment.
- ▶ Smart companies factor in these and other risks when implementing a new ERP like Oracle NetSuite, which manages and automates accounting and finance, order and inventory management, customer relationship management (CRM), e-commerce and other functions.

4 STEPS TO A SUCCESSFUL ERP IMPLEMENTATION

01

Kick off your ERP project by defining your goals and then work with your implementation partner to develop a plan for achieving those objectives.

03

Lay out your software implementation expectations and ensure that everyone understands what's ahead over the next 6-12 months.

02

Get all the right people involved—both internally and externally—and be sure to include:

- ▶ Executive sponsors
- ▶ A project manager
- ▶ Business process owners
- ▶ End users
- ▶ An experienced implementation partner

04

Take your NetSuite implementation in phases, starting with core accounting and finance modules. Then you can add the sales and CRM modules; implement inventory and order management; and add any other functionalities as needed (e.g., project management, e-commerce and human resources).

DON'T LEAVE THESE OFF OF YOUR PARTNER EVALUATION CHECKLIST

Not all ERP implementation partners are created equal, nor do they offer the same level of expertise, experience, and customer support. Here are five things to look for when evaluating partners:

01

Look for someone who can provide an objective perspective of your organization, identify areas of potential improvement, provide ongoing post-go-live support and even provide documentation and train users on the system.

02

The best partners also understand your business and its specific problems, versus just using a generalist approach to the ERP implementation process.

03

Find a partner that has "been there and done that"—meaning, someone with industry knowledge and who has hands-on experience working with companies that are similar to yours.

04

Assess the experience and acumen of the implementation team itself—that is, the core group of people that will guide your company through the ERP implementation process.

05

Finally, interview the implementer (not the sales rep or solution consultant) and inquire about the various aspects of companies like yours. If you don't like the answers that you get, request a different team or move onto another potential partner.