

# Effective ERP Implementation Demands a Thorough & Careful Adoption Process

**A ERP solution can significantly enhance a business's performance in many respects.**

It can increase the speed and accuracy of decision-making which creates more trust, leads to fewer mistakes, and provides full insight into operations. All this could be achieved by one integrated enterprise system implementation.

It's not a case of simply selecting and putting in place the most suitable product. If your organisation is prepared to take this enormous stride forward, then it is certainly worth doing - and equally important that it be done correctly.

A successful ERP implementation requires a meticulous adoption process.



This is key to facilitate a smooth rollout and ensure the full advantages of the new system are realized. For a project as large-scale and all-encompassing as an ERP implementation, achieving buy-in from your employees is essential to achieve adoption.

# The 9 most essential steps to take when embarking on this journey



1

## **Find an ERP provider whose values and beliefs align with your organisation's**

When looking for the perfect ERP vendor, consider how well they understand your needs. Are their terminology and communication style compatible with yours? It's essential to form a strong bond with them, as you'll be working closely together in a partnership relationship.

2

## **It is important for management to get involved in the implementation process**

Leadership-level participation and guidance throughout the adoption journey helps to ensure that users are both supported and trained appropriately. Your management team is essential to ensuring the success of this endeavour. Although they will not be performing the bulk of the work or always using the new system, they must be unified in their communication of project objectives and express that motivation to all your personnel.

3

## **Construct a squad or project team comprising of primary users to handle the project**

This isn't a job you can assign to IT and forget about. Everybody will be part of the effort, but it's ideal if you assemble a crew that is solely focused on this project so that members look after it personally and are held accountable for results. Selecting people from different departments ensures an interdisciplinary approach, but even better is the addition of someone with an unjaded viewpoint who can direct the team.

4

## **Ensure that you have adequate resources available to complete the task. Set aside enough to ensure success**

This implementation will require a good amount of time and money, so make sure you are taking into account the other resources needed. Everyone should have their own support system - including someone to turn to when they need help - so don't forget this.

Lastly, if important staff members must turn away from current tasks towards the project, an alternate team should be ready to step in and keep the business going.

5

## **Keep all stakeholders informed of developments, from inception to conclusion**

Ensure that the transition from one stage to the next is effectively communicated throughout. A new system rollout should never be a surprise to anyone in the company.

It is essential that everyone is aware of the mission and goal behind the project, before making any purchase decisions. As you move forward, try to communicate as often and as openly as possible. In-person meetings are most beneficial when giving large updates, however, emails and video conferencing can help keep everyone informed as well.

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## **Training that is comprehensive and individualized work guidelines are essential for successful performance**

Providing ample instruction and personalized job procedures helps ensure that employees are equipped to meet the demands of their position.

It is essential to provide comprehensive yet customized training when implementing a new software solution. Too often companies overwhelm employees by providing them with the entire user manual. Instead, create an interactive learning process that is broken down into smaller steps and ensure everyone knows whom they should turn to if they have questions.

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## **We should all celebrate our achievements, big or small**

It's important to recognize and commemorate even your smallest accomplishments—acknowledging these successes can help motivate you to keep going.

Getting together physically to celebrate the achievements of your implementation journey is an ideal way to commemorate each milestone. Organizing virtual gatherings on a regular basis provides a great opportunity for everyone to have some fun while driving the ERP solution's implementation forward.

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## **Continue to create and produce after completion of the delivery**

Do not let development grind to a halt now that the handover has taken place. Keep on building and constructing for the future. Do you assume that once the ERP system has been delivered, that everything will be smooth sailing without any need for improvements? Think again.

The best ERP software is designed to be adaptive and fit with your needs as your business grows, so you should consider implementing those features. Also, designate a team that can evaluate the areas where progress is being made and what can be enhanced, so you can benefit from all the newest technologies such as AI and data visualizations.

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## **Be versatile**

Adapting to different situations is essential. It's important to be open minded and willing to adjust to new environments. The ability to pivot and improvise can help you be successful in any situation. Implementing an ERP system can be a difficult journey.

It is essential for your business and its vendor to approach this initiative with a flexible outlook and patience. Emphasize the power of collaboration to your team, since working together will make it easier to succeed



At **iPlan Enterprise Business Solutions**, we believe that the underpinning change elements affecting successful execution of these steps are: **People, Processes and Technology**

It is abundantly clear that effective ERP implementation starts with people, your People and the people on our team. During our years in business of providing solutions to top class operations, the team at iPlan Enterprise Business Solutions found that a surprisingly large number of people are still relatively apprehensive about ERP system implementations which can negatively affect the ERP adoption rate of your organisation.

**We have identified the following reasons for this:**

1. Lack of awareness
2. Complexity
3. Resistance to change
4. Cost
5. Misconceptions

We also know that a successful ERP system implementation is guaranteed by establishing a **partnership between your business and ours** to design business processes that suites your requirements.

Our relationship needs to be personal and created with energy and committed effort to achieve long term results.

iPlan Enterprise Business Solutions made the long -term investment to learn and to use Microsoft Dynamics 365 (D365) as our Technology tool to optimize ERP business processes for our clients: it offers a flexible, scalable, and integrated solution that can help streamline operations, reduce costs, and thereby

increase bottom line. By implementing our ERP solution within the D365 suite, we not only help operations manage their financials, they also manage their entire supply chain, and have improved inventory control.

Since this technology is cloud-based, our clients only need an internet connection to access the system from anywhere, and they are continuously updated with new features and improvements.