



ENABLING TEN SERIES

10 QUESTIONS TO ASK WHEN SELECTING AN ERP SYSTEM.

1: How flexible can we be?

Make sure the ERP solution you choose is flexible enough to adjust to your business requirements today and in the future. The solution should help add intelligence to the day-to-day running of the business. The solution should be focused on your strategies and imperatives, fit your business processes, in particular the complex ones and meet your timeline, budget and expectations.

2: What information can I get from the system to manage my business better?

Remember that Accounting and ERP software are not only for accountants. A new system should deliver results to every manager in the company in the form of critical need-to-know company-wide information, such as results from budgeting and business modelling, financial ratios to measure your company's performance against competitors, cash-flow forecasting.

3: What methodology does the Solution provider follow?

A sound methodology to implement the new system will minimise risks inherent to a new system. Proven and rigorous methodologies help deliver controlled and successful implementations, on time and on budget. At the end of the initial implementation, what other services are available to ensure the system continue to meet our needs? Look for companies that deliver regular system health checks and will assist with knowledge transfer to their clients.

4: Which customer experiences are supported by the new system?

Ensure you select a system that will support your overall business vision and strategy. Look for a system that will give your staff control over their daily processes and empower them to perform their job efficiently.

5: How can the ERP package integrate to other business software (logistics provider, warehouse, webstore, etc)?

You may still require other third party solutions to run your business, make sure that the solution you are choosing integrates smoothly. Visit or talk to reference sites to view the end to end solution. Ensure that the solution provider has a rigorous approach for integration projects. Often a phased approach with sign off in the areas of needs and requirements, then design, prototype, test and deploy will deliver a better solution with minimised risks.

6: Does the business solution provide and allow for future growth?

Changing business software is something that your business should not have to do every time rapid growth occurs. Make sure that the solution that you are choosing is scalable, does it meet your needs now, and potential needs in the future. Again, ask for references of some of the smaller or bigger sites that the solution provider has operating the software you are looking at. Consider future upgrades options, what is involved in adding functionality or optional modules to the software, will the interface of the different versions remain the same?



7: Does the reseller listen effectively and assist with Best Practice ideas?

Many companies can implement the software, but only a few are passionate about the challenges of meeting a client's needs and requirements. The partner should be able to help you transform your vision into a detailed project. Look for resellers who aim to align operational and information technology goals in order to reach and exceed company goals.

8: How does the support team operate?

You need to be confident that you can work with this team, focus your questions around availability of after-hours support, the number technical staff available, response times, different levels of support plans and so on.

9: How secure is my data?

Factors to take into consideration: Data validation: how good is the software at preventing mistakes from being entered in the system? Error handling and audit trails. Security, can you specify which operations each user can perform at any given time.

10: Which processes can I automate with the system?

Ensure you can identify which areas of the business will improve with a new system. Don't ignore the hard to quantify benefits, like possible future gains in terms of increased productivity, better decision-making and other factors.

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