



Ten SENIC steps to... Implementing a new business management system

There is no point investing in a new system unless you have built a compelling business case, and expect to get a return on investment.

Have a clear understanding of what you want to achieve.

Involve all departments/interested parties in drawing up a specification. Once you've all the inputs, classify them according to "must haves" and "nice to haves" and communicate your decision so people know where their requirements rank.

Ensure what you are trying to achieve and what's vital for your business, is clearly understood by your system Partner.

Even if they don't ask "What is your biggest business challenge today?"...make sure you tell them...

Ensure your partner is flexible enough to adapt to changing requirements, especially if your business is fast moving, and the project cycle is greater than 3 months. Otherwise changes to spec. will be costly, time consuming and frustrating.

If your partner is experienced, they will have anticipated future requirements and built them into your developments. But ask anyway.

Appoint an internal project manager, responsible for the on-time delivery of the system.

Make sure your project manager knows your business well.

Have a clearly defined path for the transfer of information from the legacy system to the new system. Make sure all departments understand this and month ends etc. are completed on time.

Ensure your employees have extensive training on the new system, know how to access legacy information if required and are comfortable with all aspects of it.

Clearly define ROI with your partner and hold them to it through agreed post implementation reviews. Does their Sales Process include a post implementation review with the original sales team? If not, demand it!

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