



The 8 Areas to Consider: A Checklist for Selecting an ERP Partner

So it's time... maybe even long overdue. You've decided to take the plunge and evaluate new ERP software solutions.

Picking the right ERP software is important, but not nearly as important as picking the right partner to implement and support the software. In fact, over 50% of software projects fail to meet expectations due to the implementation, NOT the features and functions of the software itself.

Think of it like a general contractor you hire to build your dream house. You can buy the most expensive and exotic materials, but it takes a skilled team to put it all together to achieve the desired result.

Since you can't have a "free demo" of the ERP software implementation team the same way you can demo new software, we've put together this checklist of criteria we believe are most important in selecting an ERP partner.

1. Who will be working on our project?

- a. Will we be assigned a dedicated team?
- b. How many people are on that team?
- c. How much experience will the average consultant have?
- d. What are the skill sets of the various team members?

2. Has this partner worked with other clients in our industry?

- a. Does this partner have pre-made templates, software or accelerators to speed up implementation?
- b. Is this partner a part of our industry community, attending the same events as us?
- c. Are they up-to-speed with our industry trends?
- d. Does the partner have a dedicated manufacturing excellence team for Lean?

3. Besides implementation, what other services does this partner offer?

- a. Can they help us with a business transformation strategy?
- b. Do they offer custom development?
- c. Do they have in-house support?
- d. Can they help us leverage business analytics?

4. Does this partner have a good reputation?

- a. Do they have case studies, testimonials and/or reviews?
- b. Have they won awards?
- c. Do they have referenceable customers I can talk to?
- d. Are they well-connected to and supported by the software vendor?

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5. Will this partner proactively give guidance and strategy recommendations?

- a. Do they provide strategy services to leverage ERP for a competitive advantage?
- b. Will they give recommendations based on best practices or just replicate current processes?
- c. Is this a partner that can challenge our current processes to find improvements?
- d. Do they have a dedicated, third party certified, change management team?

6. Does their culture align with our company culture?

- a. Are they willing to follow our company policies when on-site in our offices?
- b. Will they feel like an extended part of our internal team?
- c. Do they bring in skill sets that we don't have, but we know we need?
- d. Can they accommodate our offices in other time zones, countries or languages?

7. Do we understand all the time and resources required?

- a. Are their policies and plans well-documented and clearly communicated?
- b. Do we understand how much disruption to expect in our operations?
- c. Will we need to hire additional staff to manage the project?
- d. Do they have clear change management procedures in place to prevent scope creep?

8. Can we trust this partner?

- a. Will they act in our best interest – always?
- b. Will they tell us the truth, even when it's news we don't want to hear?
- c. Will they help educate us on our decisions?
- d. How will they get things back on track if the project starts to slip?

Trust is a critical element of any professional services business, and software consulting is no exception. Mistakes happen. Personalities sometimes collide. But by carefully selecting the right ERP partner for your project before it begins, you can maximize your chances of a successful software implementation.

Find out if MCA Connect is a good fit for you.

Let us help you decide if we're the right fit for your project by answering some of these questions for you. For more information, visit us online at www.MCAConnect.com or call 1-866-662-0669 to speak with someone today.

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