



# AGENDA

- Brief introduction to Results Technology Group
- Stories tell the story
- Let's talk about ERP systems
- Key take aways
  - What questions need answers before you embark on an ERP implementation?
  - Is the “cloud” the best decision for your organization?
  - What are the critical path tasks to a successful implementation?



- Distribution background
- “Love” of new technology
- Helping people with complex technology decisions
- Independent, focused on our clients without a hidden agenda
- Providing software evaluation, selection, negotiation, and project management services



**RESULTS**  
Technology Group

**WHO AND WHY – RESULTSTECHNOLOGY GROUP**

## QUICK STORIES TO SET THE STAGE

- Questions software firms “hate” to answer
- Cloud comes in different flavors
- What is critical to your ERP success?



nce Upon  
a Time

The End





We weren't satisfied with verbal answers,  
we wanted to **see** the answers.

Requirements

Personnel

Industry knowledge and understanding

Past successes

Failure points

Who does what work

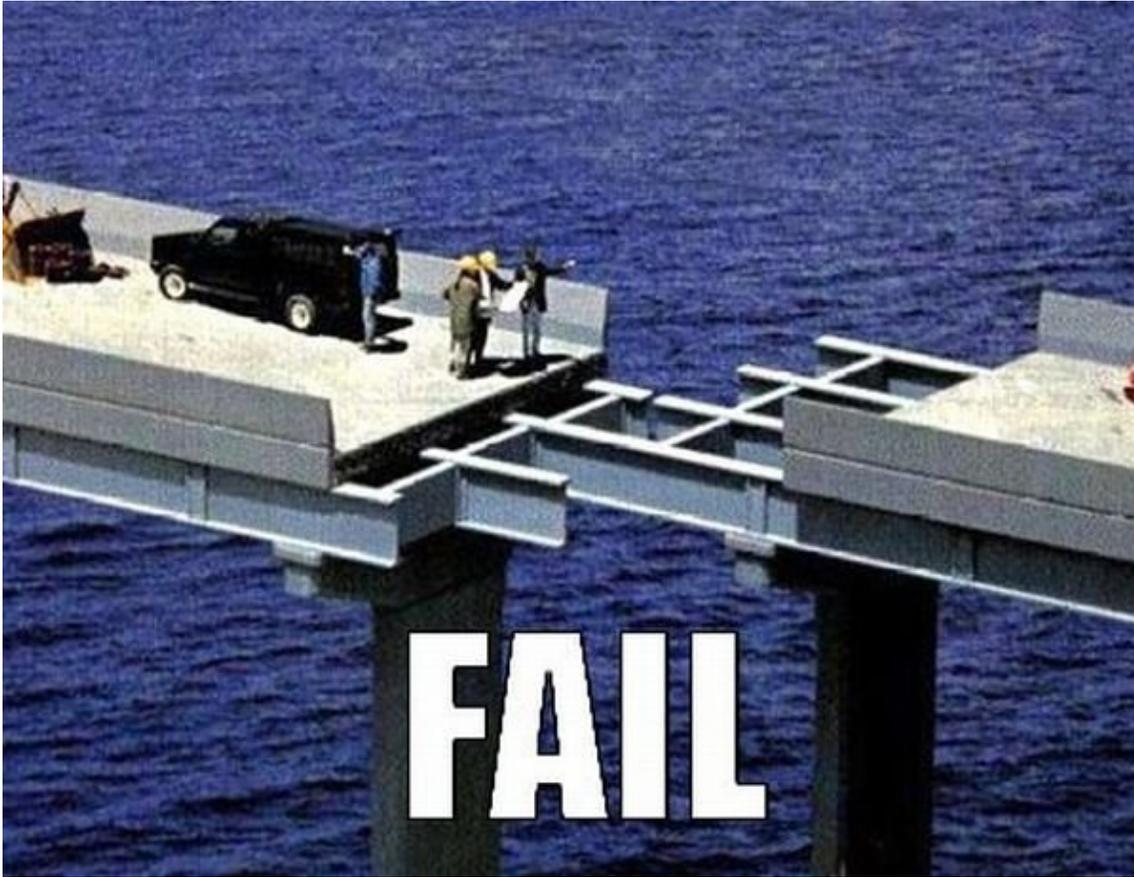
**QUESTIONS SOFTWARE FIRMS "HATE" TO ANSWER**

# CLOUD COMES IN DIFFERENT FLAVORS

We wanted Cloud deployment, but almost got “cloud” deployment. Huh?

- SaaS – Software as a Service
  - Gmail, Salesforce, NetSuite
- IaaS – Infrastructure as a Service
  - Virtual machines
- PaaS – Platform as a Service
  - Google App Engine
- Data Center
  - AWS, Azure, Rackspace
- Private Cloud
- Public Cloud
- Hybrid Cloud





Project planning is critical to success.  
Focus on your goals and objectives, not the  
goals of the software solution provider.

- Choose your implementation team wisely
- Create measurable goals
- Identify risks
- Manage the project
- Allocate appropriate resources
- Clear obstacles
- Be accountable
- Communicate

**WHAT IS CRITICAL TO YOUR ERP SUCCESS?**

# LET'S HAVE A CONVERSATION

- What's on your mind?
- Do you have a story that you want to share?
- Do you have ideas for the group?
- Are there any “burning” questions?



# KEY TAKEAWAYS

## Questions to ask software solution providers

- Can you please demonstrate what you have just described?
- Can you provide us with the CVs for the potential consultants for our project?
- Do you have any non-competitive customers that need the functionality that we just discussed
- How can we best include our key requirements in your contract?
- What are some lessons that your implementers have learned to improve your implementation processes?
- Who is responsible for what work? Do you have a document that explains these responsibilities?
- How many “man hours” should we budget from our team on this project?
- What are the risks to this project from our side and from yours?



# KEY TAKEAWAYS

How do we determine if “Cloud” deployment is right for our organization and if so, what “flavor”?

- Do you have a significant investment in current hardware technology?
- What is your level of cloud deployment for other software solutions today? What direction is your strategy taking you?
- Have you had a security breach that adversely impacted your data?
- Do you have a disaster recovery plan that is built on a cloud strategy ?
- What level of software customization do you anticipate with your new ERP system?



# KEY TAKEAWAYS

## What are the critical success factors for an ERP implementation?

- Choose your implementation team wisely – Influencers, not cynics, but skeptics are ok in small numbers
- Create measurable goals – Go-live, 6-month, 12-month, and long-term
- Identify risks – Upfront risks and then evaluate as the climate changes during the project
- Manage the project – Guiding your team, managing outside resources, prioritizing project initiatives
- Allocate appropriate resources – Don't short change the project; this is a significant commitment
- Clear obstacles – Management needs to remove barricades to success
- Be accountable – Team members must embrace accountability and “enforce it”
- Communicate – Make certain that the organization knows what is happening; no surprises



THANK YOU!

Results Technology Group, Inc.

Lincolnshire, IL USA

[www.RTG-inc.com](http://www.RTG-inc.com)

[David@RTG-inc.com](mailto:David@RTG-inc.com)

(847) 508-5778

@DavidBPanitch



**RESULTS**  
Technology Group

Providing software evaluation, selection, negotiation, and project management services