Maximising ERP ROI
with lifetime application management

Application

Implementation

Business need

Infrastucture

Optimisation

Support

Want to maximise the ROI of your ERP system, now and in the future? Then you need a dependable, future-proof implementation methodology.

Here at APH, we specialise in the implementation of SAP Business One – a powerful ERP solution for small but growing companies. And, if there's one thing our experience has taught us, it's that ERP ROI rests on continuous optimisation, support and delivery – not just the initial setup.

That's why we're one of the few SAP Business One partners to offer a lifetime solution. We start our projects by getting under the skin of your business, and we don't cut and run after implementation – instead, we work with you to maximise your business potential for years to come.

At APH, we believe in lifetime application management. In this guide, we'll explain our methodology in more detail - as well as what it can do for your business.

"There are many reasons why businesses believe their ERP implementations have failed, weak business processes can't be fixed by ERP, no matter how powerful the software/infrastructure put into place to help. If the underlying foundations are still cracked, you'll continue to have issues:

- Your ERP is not configured for the way you work/the industry you work in. It doesn't take into account the way you need to work and has been implemented in such a fashion that you need to change your processes to fit the software. Which leads to nobody doing things properly. Which leads to continuing bad practice and no return on the investment.

- Your provider disappears afterwards. Which means that if your business grows or changes, your system has no hope of accommodating and leads to even greater inefficiencies.

We believe any successful ERP implementation is dependent on a different approach. One that takes into account the three key building blocks of a successful implementation - people, software, infrastructure - as well as a lifetime solution. These are the fundamentals we think are key to success with ERP."

Charlie Heywood - Director

Business Need

A successful ERP implementation starts with an understanding of the challenges holding your business back. That's how we ensure we don't recommend a system or process that won't work for you.

Think about what success looks like and write it down. Is it a more efficient way of costing jobs and assessing contract profitability? Quicker decision-making and resource allocation? Or more accurate reporting across the whole business?

Make your objectives clear and measureable. This is the starting point and the criteria you will use to review your project.

"Any good provider should chat to you over the phone in the first instance to get a feel for the challenges affecting your business. And after years of experience working with companies and in sectors like yours, they should be able to easily identify the main issues in your business processes within the 30-60 minutes of that first phone call, and confirm that you need to move to an on-site consultation - where they'll analyse everything in more detail.

Of course, if it turns out that you don't need what they're selling, they should tell you that too. Nobody in this business has time to waste and an honest provider certainly won't want to implement a system that isn't needed and can't possibly deliver the results you want."

Marc Wilkinson -
Business Development Manager

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Application

Choice of application is critical to a successful ERP implementation. We specialise in SAP Business One, the top ERP solution for small but growing companies.

SAP Business One includes:

• Financial management

• Purchasing and procurement

• Customer relationship management (CRM)

• Reporting and analytics

• Warehouse and production management

• Integration solutions

Industry-specific functionality is also available, as well as various SAP Business One add-ons - including a Job Costing solution.

"Why SAP Business One? That's easy. Because after years of experience with ERP systems, we felt it was the superior system and we knew it inside out. SAP B1's strength lies in its ability to help SMEs take their business to the next stage. Rich in features to support a business's growing needs means that SAP B1 has the capacity for the longer term growth plans. The technology built within SAP B1 will handle the growing analytical requirements for business that wants to get more from their data."

Bobby Richardson - Technical Director

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Implementation

Whether you implement on-premise or in the cloud, you'll need a qualified consultant on hand to deliver an implementation that's right for your business. As a SAP Business One partner, you can rely on us for a proven and future-proof methodology.

The five phases of our implementation process:

- Project preparation
- Business blueprint
- Project realisation
- Final preparation
- Go-live and support

"We've been implementing SAP Business One for over 8 years now, across a variety of sectors. So we already know what you need and what you don't for your industry, and can configure the system to give you the best of our knowledge and experience to provide the right implementation for your business.

We know the challenges that face a small business when implementing a new system. We can therefore help in ensuring the application meets with your processes and, where necessary, help align your processes to dovetail the solution.

Our implementation harnesses the principles of the methodology of successful implementation projects from SAP with the added experience we have of working with SMEs. We know how important it is to get the right people involved at the right time to ensure a successful adoption. Getting the right level of involvement at the right time is pinnacle to the success of the project.

The Rapid Implementation Methodology was devised by SAP to get users up and running as fast as possible. It makes sure you don't spend any more time or money than you have to.

Bobby Richardson - Technical Director

Infrastructure

Without the right IT infrastructure, an ERP implementation is doomed to failure. That's why we have partnerships with some of the world's top hardware and software vendors:

• Dell PowerEdge servers and network security
• Microsoft Office365 and cloud solutions
• Veeam backup and replication technologies

"Infrastructure is one of the three key building blocks upon which any successful ERP implementation is built. Make sure you demand the most appropriate, robust, and secure hardware and software from your provider, because otherwise it won't matter what ERP system you use, or how good your support staff are - you're already on a slippery slope to failure.

Plus, it's not only the present you need to worry about. Make sure your provider future-proofs any infrastructure installation. Our experience in providing both on-premise and cloud installations of SAP Business One means we have the knowledge to advise our clients what's needed to ensure a robust platform underpins the ERP system. Ensuring the right capacity is available is one thing. Ensuring it is secure and robust takes your solution to another level to safeguard your investment to meet the demands of your business "

Chris Carter - Lead Infrastructure Consultant

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Support

Without the right support, the ROI of an ERP system can suffer in the long run. Our helpdesk is manned by technical consultants who understand your business and what you need to succeed.

And, thanks to proactive monitoring and remote screen viewing software, we'll be able to diagnose problems quickly.

"Our team is made up of experienced consultants who have direct industry experience in sectors from engineering to e-commerce. Which means that they often know your problems before you do, because they've seen and helped deal with them before. Our telepathy doesn't end there either! The tech we're using gives us the chance to remotely monitor your systems and proactively address problems before they have a chance to occur."

Bobby Richardson - Technical Director

Optimisation

An ERP system is a major investment. And as your business changes and grows, your system must adapt to support you.
If it can't, you'll run into problems.

As part of our managed service, we continually review and optimise your system to ensure it always maximises your business potential and never lets you down.

"You might have seen the stats from Panorama Consulting's recent survey that say over 20% of recent ERP implementations were viewed as a failure.

But were they really absolute failures? Or is it just a case of the projects not taking into account the multi-faceted approach that any successful ERP implementation needs?
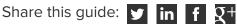
Our years of experience at APH have shown us that along with addressing business needs properly up front, ongoing review and optimisation after implementation is absolutely ESSENTIAL to success.

Let's face it, if you're doing your job then your business is going to grow in the next few months and years.

And regardless, it's certainly going to change in the face of the back and forth of the economic tide. So it's imperative that your provider sticks with you for the long haul and is on hand to adjust your ERP system to support and compliment your evolution. If not, you'll be stuck using a system that was configured for you at a certain point in time, but is now outdated and struggling to keep up - making it appear that it's all been a waste of time, when all it really needs is someone to help maintain the system you invested so much in."

Charlie Heywood - Director

What next?

Find out what you could achieve by implementing the right ERP system for your business.

GET A SAP BUSINESS ONE CONSULTATION ➡

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