Visible, above the water line

Invisible, below the water line

The True Cost of a Botched Implementation

aka: the check you write is only the tip of the iceberg

The goal of this document is not to scare you. The goal is to help you understand the true value of an implementation guaranty. It's a lot more than you would first imagine. However, with the Zangerine Implementation Guaranty, you can rest comfortably.

We all know that icebergs have more mass under the water, than they do above. In fact, a full 90% of the mass of an iceberg is below the visible waterline (it's true, Google it). The same is true about the actual cost of a botched software implementation. 90% of the true cost of a botched implementation never shows up on a check or invoice.

If an implementation takes 6 or 9 months instead of one, if you have your best staff (or you personally) working on a project that ultimately fails, if your attention is spent on the administrative process of implementing a new software product and then it never gets implemented, what is the cost of all that? It's certainly in the range of 10x the price of the check you wrote (probably more).

What if your implementation was guaranteed successful?

Visible, above the water line
The check you write for implementation and training.

Invisible below the water line: 6 heavy costs
Most of the costs of a "Botched" or unsuccessful implementation are below the water line. You don't write a check for these things, but they easily cost more than 10X the price of the check when the implementation gets "botched."

1) Weeks/Months of effort, with no valuable result

In any new system implementation, you will have to put one of your best people on the project. In more cases than not, that best person is you. You know the feeling of spending days working on a project, only to have the project fail? You feel like you wasted your time and energy with nothing to show for it. The typical botched implementation will last months, perhaps 6 or more, before you realize that it's not going to work. It is really devastating.

2) Demoralized staff

There is nothing motivating about a botched implementation.

3) Missed sales

Everyone knows that the more time you spend dealing with internal administrative effort, the less you spend on the customer facing, sales generating part of the business. A botched implementation will take your time, energy and treasure that should have been spent on sales growth.

4) Business processes left in a mess

When you are halfway through a process that doesn't finish well, it's very common that what's left over is worse than what was there to begin with. A botched implementation that takes many times longer to fail than it should have taken to succeed, usually leaves you in a worse place than you were before it all started.

5) Lost customers

Some customers just won't deal with your problems when the implementation goes poorly. You spent valuable time, energy and money getting and keeping your repeat customers. A botched implementation can have them gone, never to return.

6) Forfeited Opportunities

At the end of the day, we only have so many hours in the day, so many days in a year and only so much energy in life. A botched implementation sucks all those into the toilet and forfeits the time and energy that should have provided zest to life and growth to your business. Zangerine's Implementation Guaranty ensures that you can seize the day!

What if your implementation could be guaranteed to be successful? **Well, it is with Zangerine.**

We've Got This

When a problem comes up during implementation, we address it immediately. We're not so naïve to believe that issues never happen. Every implementation is a little different. You have something different about your business that will need personal attention. We expect it and we deal with it. There is peace of mind knowing that we expect the unexpected and we address it head on. No ignoring, or pretending. No head in the sand. We identify it, address it, and ensure it works. Remember, we are guaranteeing your successful implementation.

Switching from SpreadSheets or QuickBooks Inventory?

Many of our clients are switching from the chaotic life of managing their company on spreadsheets or managing their inventory using QuickBooks. QuickBooks is fine for accounting, but when it comes to managing inventory, warehouses, eCommerce, etc., it has significant limitations. This transition is different from someone who is already using a system but needs to upgrade.

Though we frequently upgrade customers from their Netsuite, or Fishbowl, or Cin7 systems, when a new customer is starting from scratch, if you're moving from Excel Spreadsheets to an automated process, it's a different story. We specialize in that process. We will make sure that your implementation from Spreadsheets or QuickBooks Inventory will be successful, and then you can grow your business knowing you won't need to change anytime soon.

We have the fix, others don't

In this industry, it really is an exception to guarantee anything, let alone a successful implementation. Early on, we recognized that if the implementation doesn't go well, then the long-term success for you, our new client, is in jeopardy. Also, success is so much more fun! As a result, we've spent a lot of time and energy looking at every step of the process and addressing it. We continue to do this. We continually look at and improve many areas of our business . . . the programming and Q/A processes, the efficiency of our accounting, the benefits we offer our employees, etc. However, the one thing we discuss every day, and something that most others don't even have on the list, is; "how can we improve our customer experience with onboarding? How can we make the implementation experience better?" It's a constant serious issue for us. As a result, we take the risk off the table and guarantee your implementation will be successful.

We don't gouge you

In addition to our successful implementation guarantee, we've kept our prices on the lower end of the market, even though we provide an upper-end solution with a guarantee to back it. We find that with our customers the ROI is realized quickly.

You don't have to wait years for the investment payback, in fact, you'll probably see your cost fully paid back within weeks or months at the far end. Nobody is even close to us.

At the end of the day

A botched implementation is much more expensive than the check you write; however, with a guaranteed successful implementation from Zangerine you will propel your business like few other things can. It's a truly amazing thing to watch . . . and it's guaranteed.

Successfull Implementation GUARANTY