

# Mitigate the Risks and Maximize the ROI of Your ERP Solution

## EquaTerra's ERP Assurance Services

ERP implementations, upgrades and extensions, though necessary, are expensive, time-consuming and come with big risks. Despite extensive internal project planning and constant communication with their systems integrator, many organizations find themselves questioning how their ERP project got off track.

The two biggest causes of ERP implementation problems are a lack of ERP expertise and a lack of project resources. Companies are often led to believe that they can manage the project internally, while also relying on their integrator to successfully guide the project. There are two major issues in this scenario. The company itself has little expertise in project managing an ERP implementation because it's done so infrequently, and the systems integrator, having already sold its solution to a company, has no real incentive to make the installation efficient and effective. The solution? A third-party advisor who is on your side, working in your best interest ensuring your objectives are met, your users are satisfied and the project is completed on time and within (often under) budget.

### EquaTerra's ERP Assurance Services Can Help

EquaTerra's ERP Assurance Services fill a much-needed gap in the ERP implementation process. Our ERP Assurance advisors have overseen hundreds of ERP implementations as clients and systems integrators.

### EquaTerra's Role in the Process

As a third-party advisor to the ERP implementation process, our role in the process is to:

- Own and enforce the governance model
- Ensure that all processes are sound and being followed
- Set and enforce service level agreements (SLAs)
- Resolve conflict between the client and integrator
- Independently analyze and validate methods and best practices
- Monitor project controls
- Provide independent and unbiased reports to executive leadership

More than 50 percent of ERP implementations are rolled out significantly over budget, and an even higher percentage take much longer than originally planned – both of which can dramatically affect their ROI. Don't be a statistic.

### Client ROI

One EquaTerra client is on track to remove \$100 million from its ERP budget. The scope was projected to reach more than \$564 million. With our help it is now projected to be \$400 million in services for this client including Program Risk Mitigation, Program Management, Change Management and PMO Support.

## Simplify the Complexities of an ERP Implementation

Although we provide ERP Assurance Services for every phase of the ERP lifecycle, implementation provides the greatest challenges to clients – and their budgets. The table below outlines these three main areas in which EquaTerra delivers value during an ERP implementation:

Plan, Manage and Assure Quality	Manage Change	Lead Training
<ul style="list-style-type: none"> <li>Project risk assessment and mitigation strategy planning</li> <li>Project oversight to include issues, risks, change orders, budget, progress</li> <li>Facilitation meetings and governance activities</li> <li>Remediation / transformation implementation</li> </ul>	<ul style="list-style-type: none"> <li>Change agent training and network development</li> <li>Change impact analysis, communications and strategy planning</li> <li>Change management transition for willingness</li> <li>Technical transition assessment and management</li> </ul>	<ul style="list-style-type: none"> <li>Training strategy, design, development, delivery and logistics planning</li> <li>Skill assessment and alignment transition for ability issues</li> </ul>

## Assure Value at Every Phase of the ERP Lifecycle

EquaTerra’s ERP Assurance Services add significant value no matter what phase you are at in the ERP lifecycle. Whether you are just beginning to validate the idea of an ERP implementation, sourcing a vendor or looking to gain greater value from an already implemented system, EquaTerra’s ERP Assurance advisors can help. We offer specific services within our ERP Value Assurance offering that align with each critical phase of the ERP lifecycle:

- Validating the ERP Strategy
- Scoping the ERP Project
- Sourcing the ERP Vendor
- Implementing an ERP Solution
- Sustaining the Value of Your ERP Investment

## EquaTerra ERP Systems Life Cycle

Strategy	Solution	Implementation	Optimize	
Validate	Scope	Source	Implement	Sustain the Value
Detailed study of the current state environment using an Activity Based Management (ABM) methodology to establish company performance against industry benchmarks.	Starts with the outputs of a structured ROI and extends the output to a structured list of functional specifications	Narrow the field to the most qualified integrators, lock respondents into both scope and results, calculate a custom ROI tied to each response, and help to drive down costs thru tough commercial negotiations.	EquaTerra ERP Implementation Services are focused on third-party assurance of integration vendor services.	Helps build and maintain the optimum organization for long-term support of your ERP system.

## Get an ERP Level Set

How does your ERP situation stack up? Your answers to these questions should quickly tell you whether you can benefit from EquaTerra’s ERP Assurance Services.

- How do you measure the value of a proposed project? Do you achieve projected ROI estimates?
- What is your organization’s track record in prior ERP implementations or enhancements?
- Are your ERP contracts ensuring vendor accountability?
- How do you ensure success of these implementation and enhancement projects?
- Are your IT operations areas meeting expected performance and financial metrics?
- Do your users adopt new systems that are implemented? If not, why?

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## About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported more than 2,000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement, Real Estate and Facilities Management and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.