



## CHOOSING THE RIGHT BUSINESS SYSTEMS SOFTWARE

Successful business systems software implementation starts well before the actual implementation work. Even small businesses have many parts which all have to be on the same page to achieve the optimum result. Below we outline some of the key steps.

### **Business review:**

Business is busy and it can be easy not to give this stage adequate time. However, without it implementations can deliver disappointing results. It is essential to carefully consider the business objectives, business processes and any challenges with all relevant stakeholders to identify the best system solution and desired result.

### **Business process improvement:**

The primary objective of implementing business systems software is to increase productivity and allow for growth. It is a key opportunity to identify areas for increased effectiveness through changes in process and functions. By understanding these opportunities, you can make not only the best software choice, but also clearly map how the implementation will support your business in achieving them.

### **System mapping:**

Once the system has been identified, it is important to further your business process mapping by teasing out any areas where customisation may be required. Small tweaks can make all the difference to the time it takes to complete tasks, the level of visibility you have over business performance, and of course, ensure a more user friendly experience for staff.

### **Consider you infrastructure:**

When implementing your business systems software, it is essential that you are confident existing systems and hardware will support the implementation. Capacity, speed and integration are key elements to consider when getting ready to install your new system.

### **Implementation:**

The detail is what matters when it comes to implementation, as does communication. It is essential that a clear plan complete with milestones, timelines, responsibilities and testing frameworks is put in place before the implementation commences. Take a 'no-surprises' approach and the end result will be much more rewarding.

### **Communication is key:**

There are many stakeholders involved in a systems implementation project, including staff, clients, technology partners and more. Communication plays a vital role in ensuring all elements of the implementation come together seamlessly. A good way to ensure everyone is on the same page is to create a communications guideline for the project, including regular updates, meetings and expectations. Creating open dialogue about implementation progress and any challenges that arise plays a large role in delivering the optimum result.

### **System training:**

Providing for the right level of training for all employees using the systems ultimately means you will benefit from your investment quicker. What's more, on-going training - classroom, online or remote - with easy access to experts who can help staff with any questions helps to build confidence.

**New processes and procedures:**

Implementing new systems often means some changes will need to be made to business processes also. Before implementation is complete, map these out so you are ready to implement them at the same time the actual solution is deployed.

**Monitor:**

Directly after the implementation, monitor the solution to ensure all the desired functionality is performing as expected. Also, watch for capacity, speed and any user issues which might need further training to resolve.

**FOR MORE INFORMATION, CONTACT THE TEAM AT AZTECH ON 09 579 4501.**