Enterprise Resource Planning

The Brief

Enterprise resource planning (ERP) software is a suite of integrated applications that a company uses to collect, store, manage and interpret data from many business function.

The client, a large organisation with a market capitalisation of $980 million briefed Business Analysis (BAPL) to lead the implementing of an ERP system to significantly improve the efficiencies across the organisation.

The Challenge

The client had multiple systems, which were disparate with little or no integration between the systems. This meant that end-to-end customer business processes did not flow smoothly resulting in a poor customer experience.

Duplication of information existed across the business functions where customer information was manually keyed into several IT software systems often resulting in incorrect customer data. This caused both inefficiency with data collection and communication errors with key customers.

The biggest challenge for the client was in understanding how well the business was working. They suspected inefficiencies & data errors from disconnected systems & were concerned this was having a negative impact on their interactions with customers.
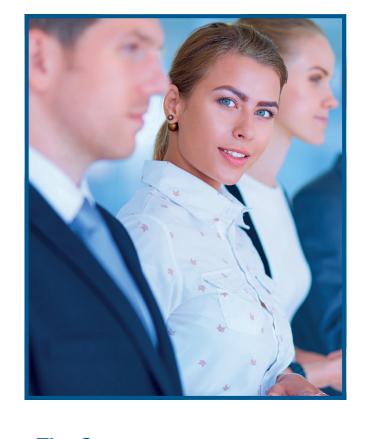
Our Approach

With 10 years in-depth experience providing consulting services BAPL understand and are expert at working to improve organisational efficiencies especially using technology.

Using business process driven requirements, we understand the Enterprise Resource Planning environment and work with staff to design systems that provide reduce risks, improve efficiencies and reduce costs.

BAPL's role, was to map the business processes & design improvements around the ERP capabilities. We provided the necessary Business Analysts to collaborate with a large number of stakeholders across the organisation, gain consensus, develop specifications, vendor manage, pilot and deliver via an ERP program.

The Outcome

Some of the key successes:

- Consolidation of IT systems into a single platform

- Reduction in IT systems due to reduction in duplications

- Reduction in duplicated business processes

- Greater alignment between the business and software

- Improved data quality resulting in improved reporting capability

- Improved customer relationships