

CHAPTER 4

Assuring a Smooth Lift Off WITH EVERYONE ON BOARD

Managing the integration challenges with all departments

Now the real work begins.



FULL MANAGEMENT BUY-IN Whatever it takes,

STEP A

management must get 100% behind the transition.







INTEGRATING DEPARTMENTAL NEEDS, CUSTOMER REQUIREMENTS,

STEP B

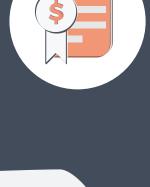
AND TRANSITIONS FROM LEGACY OPERATIONS Process re-engineering is a

critical part of the

implementation - a beneficial approach outlined earlier.







TWO CRITICAL POINTS HERE:





STEP C

ROLLING OUT THE NEW SYSTEM SMOOTHLY

Tips for a successful start-up

and launch of enterprise wide software:

an improved customer experience.

Run multiple trials at department levels.

realistic elements.

Phase your implementation into

Anticipate challenges and problems.

Have regular project meetings to follow the progress of the project, raise any



issues and ensure that all stakeholders are committed to the deadlines.

SUMMARY:

and proceeding incrementally with experienced

Even though the switch over to a new enterprise wide software solution would seem to be a heart stopping event, it need not be. Planning, installing, evaluating, testing,

implementation consultants guiding the way will make the transition run smoothly.

