

SYSPRO STARS

Introduction

SYSPRO's commitment to every customer extends beyond the initial purchase of its software. SYSPRO customer retention rates remain among the highest in the industry simply because the company believes in "getting it right from the start with a successful implementation."

Any implementation process has to have a starting point – a foundation. The more solid the foundation, the better is the chance to maximize utilization of the new software. Typically, this foundation is established via an internal audit, where the totality of existing business processes are noted and detailed, including the roles and responsibilities of individuals involved. In addition, with this audit as a starting point, business process re-engineering, if required, can be maximized.

When implementing a new system, many businesses simply fail to examine their existing business processes during the implementation phase. They attempt to "lay" the new software on top of existing business practices and when this is done expectations for the new software may not be fully realized.

Migrating to a new system causes many stresses in an organization for staff and management alike and failure to initiate good planning and strong project management exacerbates stress levels. Many organizations also fail to get a "buy-in" from all levels of management and all system stakeholders i.e., management, users and suppliers. Failure to obtain this "buy-in" can often result in resentment and a lack of willingness to accept the new solution.

Companies should also be aware "upfront" that there is a cost to implementation of the new system. Typically, a company should anticipate an equal outlay for implementation and training costs, compared to the cost of the software. It makes good business sense for a customer to look for a partner who has a proven methodology and the toolsets required to ensure success and control of the costs involved.

Mike Roselius in a review of manufacturing software packages in CPA Software News, noted, ". . . a successful implementation of a comprehensive ERP system will include pre-installation planning and post-installation follow up and training. SYSPRO has developed an extensive implementation methodology. . . that can guide the customer to the desired result. . . a unique offering among the packages reviewed."

SYSPRO STARS

The SYSPRO STARS (Structured Technique to Achieve a Rapid Solution) Implementation Methodology is a highly structured, business-centric methodology that guides implementers in all aspects of the implementation process and provides a framework by which business practices can be examined and re-energized to maximize overall operational efficiency. STARS is a methodology that is business process driven, creating a structured, controlled environment to maximize operational needs. It offers highly detailed guidelines on:

- Project Management and Planning
- Establishing the detailed business requirements
- Designing the overall Enterprise Wide Solution
- Building a model to prove the solution
- Applying the model to the implementation process

Each of the above areas is further broken down into highly detailed courses of action. For example, the Project Management and Planning section includes the following:

- Defining the project structure (objectives and milestones, project ownership, budgets, roles and responsibilities, monitoring performance and budgets, reporting structures)
- Identifying project management
- Identifying project coordinators
- Identifying project/steering committee members
- Interaction of committees, suggested meetings



In addition to the above, STARS proposes guidelines for training and education as well as on-going support.

STARS Maximizes the Potential of an Investment in SYSPRO Software

SYSPRO believes that its customers deserve to maximize the return on their SYSPRO software investments. This is accomplished when the software is being utilized in a manner that fulfills all business requirements. STARS provides a company with the platform they require to fully realize the potential of their SYSPRO system. Very simply STARS:

- Creates a structured, controlled environment to maximize operational needs
- Provides a fast track for implementation
- Helps to maximize system utilization
- Assists in streamlining and structuring business processes
- Standardizes daily, weekly, monthly and yearly routines
- Provides an over 600 point project plan

When used, the STARS Methodology turns a customer's software purchase into an investment and establishes a quicker ROI by ensuring that all users are provided with the resources they require to perform their jobs and maximize strategic decision making.

STARS is the roadmap to a concentric framework by which a business can enhance flexibility and responsiveness, break down barriers between functional departments and eliminate the duplication of efforts. It provides the guidelines for an audit, which must be the foundation of any new software implementation.

Using STARS, existing business processes are outlined, "broken" processes that require "repair" are identified and new processes that should be incorporated into the overall system are defined.

The STARS library also helps the customer to maximize continuing utilization of the SYSPRO product by providing full documentation of the business requirements upon which additional functionality and procedures can be built in the future.

The Make Up of STARS

STARS is provided as a two-volume, high quality printed set for reference purposes with a template-based electronic CD-ROM containing an extensive array of documentation, implementation, information and project management tools.

The library covers such subjects as system design, coding structures, business and software process flows, business

process reengineering, project management, project planning, system integration, reporting requirements and the various options associated with the implementation and integration of SYSPRO's Financial, Distribution and Manufacturing modules in a live, working environment.

The CD-ROM enables customers and consultants the added opportunity to capture information electronically instead of being restricted to a paper-based document. Individual sections of the STARS library can be printed at will or entire copies of all the data accumulated can be printed for handout to selected individuals.

STARS is the Foundation for Proper Implementation

STARS is designed by an experienced professional team who has observed, participated and consulted on numerous implementations. STARS ensures management control, structure and design through the implementation process, while also laying a solid foundation for future growth. STARS enables SYSPRO implementers to lay a firm foundation for the most efficient ERP implementations in a timely manner.

Successful implementations ensure satisfied customers and important reference sites. STARS, as well as a comprehensive slate of technical support facilities, provide SYSPRO and its reseller channel a competitive edge. This is key in an industry where many competitors often forget that responsibilities to customers extend beyond the sale.

While one can buy generic implementation methodologies, it is critical to adopt one that is designed specifically for the purchased software system. STARS is specifically designed for the implementation of SYSPRO Enterprise Software. It is also an award-winning methodology having been awarded the top K2 Quality Award for "Installation Channel/Methodology" for four consecutive years.

The STARS Methodology and library of information is a factor that end users should take into account as they consider and evaluate the implementation of an ERP system or products that may help them to upgrade or tweak their use of this technology. It is a tool that provides SYSPRO with a competitive edge and sets them apart from their competition.

In addition, customers who purchase the SYSPRO Enterprise software have the comfort of knowing it is backed by an industry acknowledged methodology that can be used to achieve successful implementation of the Enterprise Wide Business Solution.