



EXECUTIVE ERP EVALUATION AND INVESTMENT ROADMAP

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EXECUTIVE ERP EVALUATION AND INVESTMENT ROADMAP

In today's business world, with so many solutions to consider across Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), inventory management, and ecommerce—the task of choosing one or more may seem daunting. Although choosing the right solution and provider for your organisation may be a long, taxing process, the rewards can be substantial. The right ERP system, implemented efficiently and built to enable the business's strategy, can:

- Create a happier working environment.
- Improve your profit margins.
- Increase revenue.

I have built this guide in collaboration with the ERP experts at NetSuite to help you and your team make a decision about the solution that works best for you and to help set you up for a successful implementation. The process

outlined in this guide is a widely-accepted evaluation process and is a valuable exercise for any major technology implementation project.

How will this guide help you to successfully select a software solution for your business? First, it will help guide you toward the reason and value for making a change; second, it will align your organisation on the specific benefits of a new software solution across all of your operations and supply chain.

I hope to be given the opportunity to work through this process with you.

Why are we beginning this journey?

Should our organisation be looking at purchasing new software?	Yes	No
Do you have general or industry-specific requirements beyond the ability of your current system?		
Are you unable to use the data or is it taking up too many resources and too much time to analyse data?		
Does your current system architecture require duplicative and/or redundant data entry?		
Are your employees, partners and vendors able to access company data over the web and via mobile devices? Is this something you could benefit from?		
Does lack of flexibility hurt your company's ability to keep up with new and more complex business processes?		
Can you use your system to automate COGS, sales orders, supply chain management and/or other industry-specific requirements?		
Is key information and business intelligence unavailable throughout your company?		
Does your current Accounting/ERP system timeout or under-perform?		
Does your company rely on manual processes, double entry and/or spreadsheets?		
Is the production of financial statements time-consuming and error-prone? Can you easily perform inter-company transactions?		

What is your organisation's long term vision in 100 words?

Strategy

Building and executing a strategy is essential in achieving your organisations long term vision. Use the section below to establish key strategic points in various areas of your organisation to help align your internal priorities. This will not only help identify day to day priorities, it will also help identify priorities in a digital solution.

Organic Growth and Product Development	Vendor Management
External Growth, Expansion, Mergers and Acquisitions	Inventory Management
Technology and Data	Ecommerce
HCM/Payroll	

Your Organisation at a Glance

High Level Overview	\$ NZD	% of Revenue
Revenue		
Cash		
# of Employees		
Inventory on Hand		

Key Financial Metrics	\$ NZD	% of Revenue
COGS		
SG&A		
AR		
AP		
DSO		
Days to Close		

Item	
# of Invoices	
Average Invoice in \$	
# of Retailers	
# of Supply Vendors	
# of SKUs	
# of Stock-Outs	
# of Unique Customers	
# of Return Customers	
Average Customer in \$	
Fill Rate	
Inventory Turns	

Your Organisation at a Glance – Continued

Spend Item	Name	Spend
Accounting System		\$
CRM System		\$
Warehouse Management System		\$
# of Excel Reports		
Ecommerce Store		\$
IT Labor	#	\$
EDI Connections	#	\$

Functionality Requirements and Vendor Comparison

Area of Business	Functionality Requirements	Priority (High, Medium, Low)
Ecommerce		
Sales/Marketing		
Order Management		
Supply Chain		
Procurement		
Inventory Management		
Customer Support		
Financials		
HCM/Payroll		

Functionality Requirements and Vendor Comparison – Continued

Area of Business	Priority (High, Medium, Low)	Priority – Explanation
Charge Backs/Bill Backs		
Go Live Date		
Price/Budget		
Reporting		
Time in System		
Redundancies		
Unified Data		
Cloud-Based		
Updates		
Uptime		

ERP Extensions	Functionality Requirements	Current Provider
EDI		
Transportation Management		
Integration Partner		
Tax		

Joint Execution Plan

The evaluation process for a new digital solution and partner can be challenging and time consuming. The Joint Execution Plan (JEP) can be used to track key milestones and deliverables throughout your selection process. It will also be a valuable tool to help hold the various vendor's accountable to your timeline.

Milestone	Due By Date	Status	Actions To Green
Introductory Meeting			
Business Discussion and VCA			
Online Pre-Recorded Demo			
Demo Review and Feedback			
Alignment and Discovery			
Scenario Demo			
High Level Pricing Delivery			
Review of SSA and SOW			
Legal SSA Review			
Professional Services Alignment			
Decision Meeting			
Solution Review and Cost Proposal			
Final Q&A			
Vendor Selection			
Contract Execution			
Implementation Kick-Off Meeting			
Industry Fundamentals Training			
End User Training			
Data and System Migration			
Go-Live			

Engage

Ask your employees for the best and worst thing about the current system.

Employees are your best resource to better understand your day to day issues. Taking some time to listen to what they have to say does a few things.

1. It helps you get a better understanding of what impacts their moral and ability to get the job done.
2. It will build engagement and buy in for a new digital strategy and solution.
3. It will help leadership discuss the change that is coming, prepare the employees for change and reduce any surprises.

#	The Bad	The Good
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
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19		
20		

Align

The alignment section of this document can be used to review each major process throughout your organisation. The suggested use of this section is to:

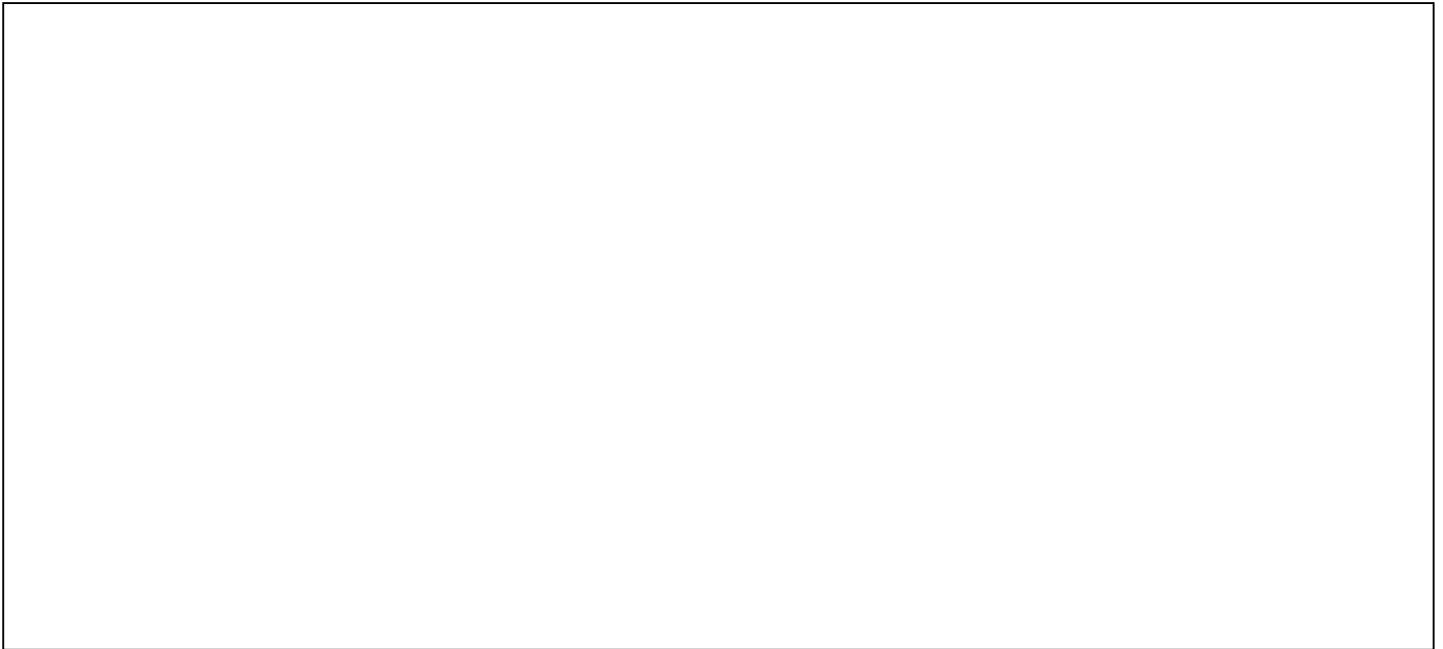
1. Speak to the process owners and have them describe the process.
2. Draw the process.
3. Identify the process gaps, breakdowns and shortfalls.
4. Complete time studies on the processes to quantify the process gaps. Once you know the details and opportunities within each process, you can better understand the monetary opportunity by streamlining each process.

Sales and Marketing Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

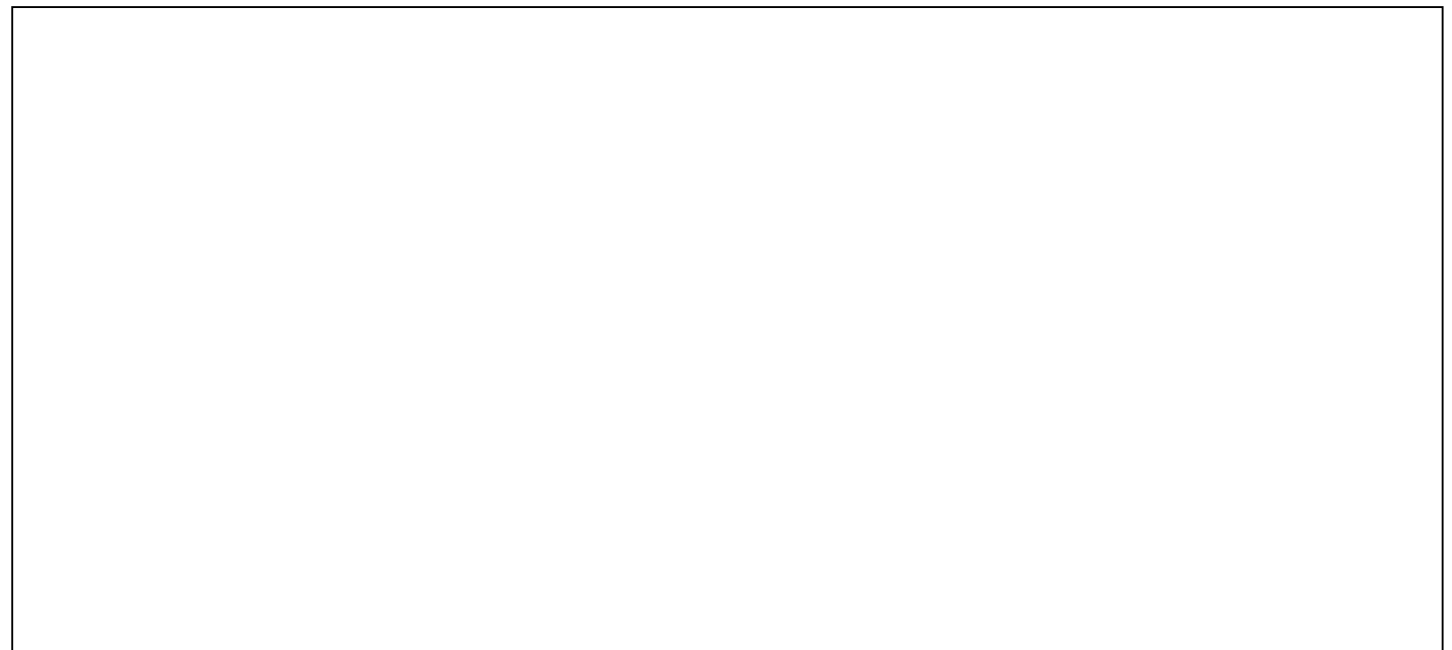
Current Process Cycle Time:

Procurement Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

Order Management and Fulfillment Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

Production Process (In-House or Outsourced) – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

Inventory Management Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls


Current Process Cycle Time:

Accounts Payable Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

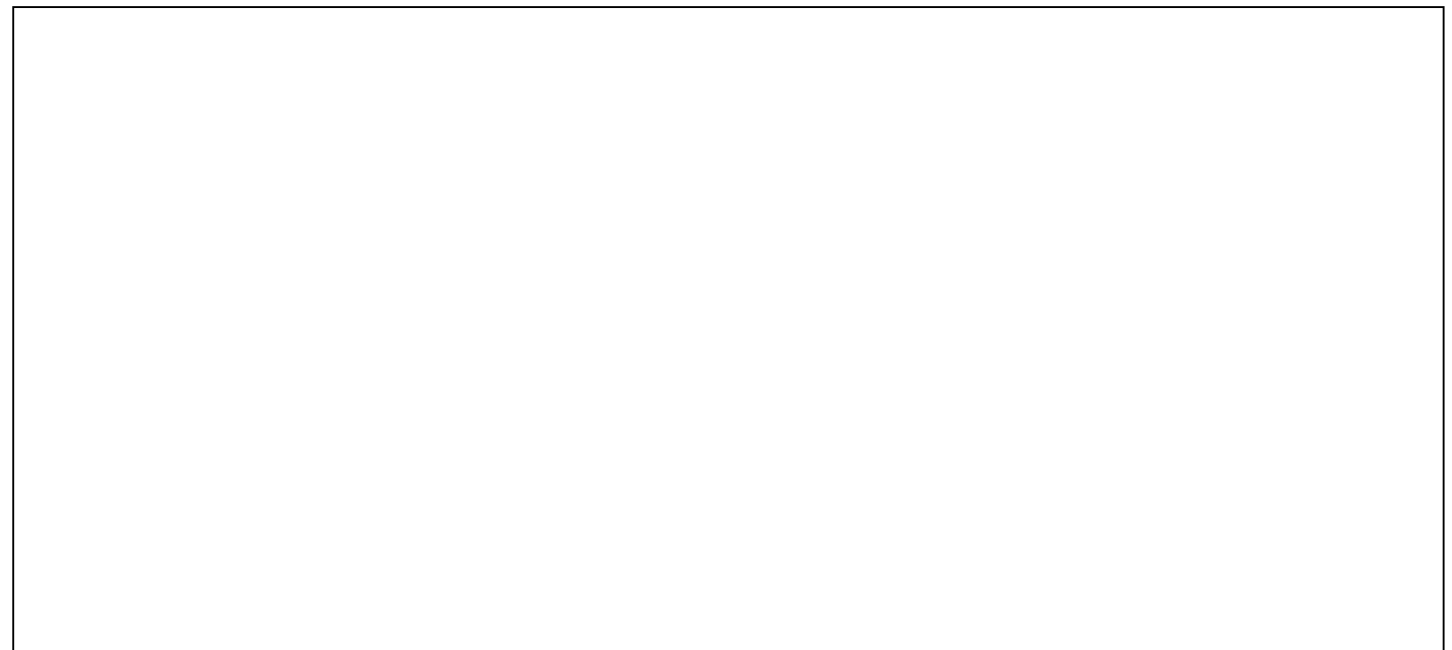
Current Process Cycle Time:

Accounts Receivable Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

Financial Close Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

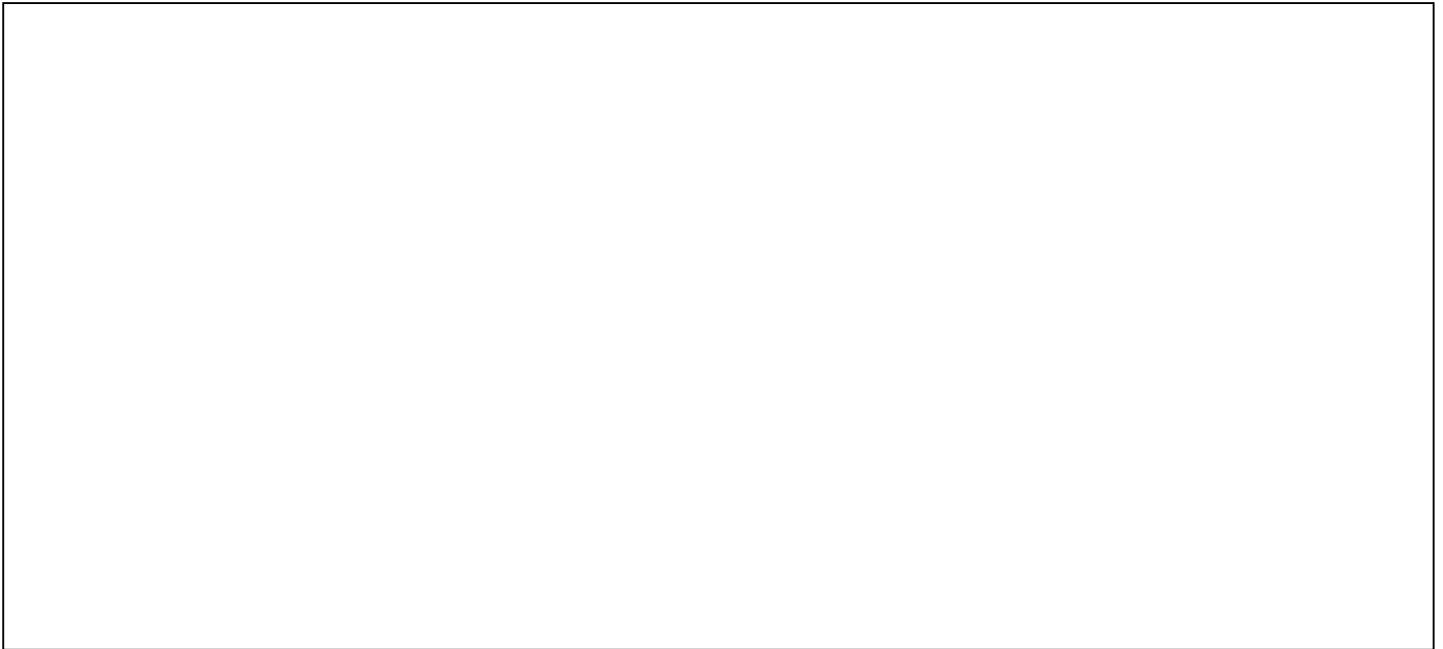
Current Process Cycle Time:

Online Presence – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

NetSuite SuiteSuccess “Zero to Cloud in 100 Days”

At NetSuite, innovation is at the core of what we do and how we deliver value to our customers. SuiteSuccess is a transformative customer engagement methodology designed with leading practices and years of experience in cloud ERP implementation and industry knowledge to help our customers meet their business needs and industry requirements. SuiteSuccess is a nimble and phased approach starting from sales and moving into implementation, as well as post implementation support that enables us to provide our customers with what’s needed for a successful ERP implementation in record time as well as providing continuous support to ensure they can always get the most out of NetSuite cloud ERP. With SuiteSuccess, NetSuite delivers unprecedented customer experience and tangible business outcomes.

- **For You** – SuiteSuccess delivers a solution that has been built for each industry and each role in that industry. Every user will think they are using a product that was built specifically for them and their industry.
- **End-to-End Customer Engagement Model** – Consistent engagement from sales through service, support and beyond. Allowing customers to start their implementations from the time they first speak with a NetSuite sales person.

- **Vertical specific solution with leading practices built in** – Including modules, workflows, reports, KPIs, analytics built up and continually improved based on successful implementations in thousands of companies.
- **Intelligent Phased Approach** – Allow customers to rapidly implement the product in manageable segments, deliver success quickly on solid foundations and introduce new capabilities when needed. Ensuring customers always remain competitive and never fall behind or fall victim to long drawn out “big bang” projects.
- **Flexibility and Scalability** – Allows customers to add their own unique requirements where needed and scale around the globe.
- **Zero to Cloud in 100 Days** – Proven rapid ROI.
- **NetSuite Industries** – Distribution, Software, Retail, Not-for-Profit, Manufacturing, Services, Media & Publishing, Advertising, Financials First.
- **Success** – Deliver what we sell and sell what we deliver.



Sign up for a Free Consultation to assess your business requirements and let us help you choose the right ERP solution for your business.

Verde Group NZ

Level 3, 435 Khyber Pass Road
Newmarket, Auckland
New Zealand

Ph +64 9 531 5777

Mobile +64 21 144 8590

sales@verdegroun.co.nz