

Successful ERP Implementations

In Pakistan and International Enterprise

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Successful ERP Implementations

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Successful Implementation of Acumatica ERP System in Bell & Company

Project Scope:

Bell and Company moved from an archaic paper-based financial system to QuickBooks in 2008, but Dan Wilkins, president of the industrial and marine parts distributor, knew he could better compete with larger competitors and gain greater insight into his business with a modern ERP system. Wilkins found that Acumatica was affordable, easy to implement and easy to use, which helped employees be more efficient and productive.

Customization:

These were the modules provided by Acumatica to Bell & Company for their ERP solution.

- Acumatica Financial Management
- Acumatica Distribution Management
- Acumatica Customer Management
- Acumatica Fixed Assets

Acumatica's Customer Management Suite includes Customer Relationship Management (CRM) applications that helped Bell and Company better manage leads, contacts, opportunities and customer accounts without having to implement a separate CRM System. Having financials and customer information in one singular dashboard allowed for much easier reports and Acumatica's Customer Portal allowed Bell and Company service firms to connect with their customers efficiently. With Acumatica cloud ERP, Bell and Company gained a total view of all project costs, billable revenue tracking, and found it to be scalable to handle the demands of multiple projects.

Acumatica's project cost tracking function was seamlessly integrated with Cash Management module, General Ledger Module so that their end users can associate any document with a specific project for complete accounting for all activities and costs. Bell and Company's sales team became more efficient by being able to access contact information from the field, manage workflows through one system, and access sales and purchase orders quickly. Having an integrated fixed asset module automates the management of a company's fixed assets. The automation of this allowed Bell and Company to dump their convoluted Microsoft Excel Spreadsheet or Microsoft Access Database for managing the fixed asset process. The Fixed Asset module in Acumatica Cloud ERP was integrated with other modules of the application, giving Bell and Company great visibility of all of their assets as well as depreciation calculations. Schedules and reports were created automatically.

End user participation and involvement:

Since the company constitutes of eight employees head by Wilkins, making it a small enterprise, most of the decisions pertaining to installation of Acumatica were taken by Wilkins. However, some of the suggestions his team came up with regarding the solution were:

- Tight integration between sales and purchase orders
- Unlimited user pricing
- Highly configurable
- Ease of use and flexibility
- Detailed help and information available on every screen

Planning of end user training:

Bell & Company being a small company did not have dedicated personnel to manage the software all the time. Because of Acumatica's simple and consistent interface and also because of the fact that the software is broken down into modules with the same layout for each module, the learning curve during employee training was streamlined. They did not need much assistance with the training of the end users as the help pages in Acumatica were really useful. From anywhere in the software, they could click on help and a page popped up explaining the current page and the function of each field. That helped everyone out tremendously. Therefore, they didn't require extensive training however, for training services; they would refer to ***acuacademy.com*** which is the standard platform for Acumatica training.

Data migration strategies:

Although many companies elect to start anew and run parallel systems, others, like Bell and Company, preferred to load past data to better understand how the company has historically operated. Importing all Business Accounts and Items into Acumatica was more straightforward and easier than they expected. For data migration, they adopted the following strategy:

- Pre-migration data check
- Migration to Staging
- Migration to central database
- Master definition to store linking
- Outbound (B2B) Interface deployment
- Replicate to Store Inventory Module
- Replicate master definitions and pricing to stores
- Replicate to warehouse management module
- Regular processing interface deployment
- Stock Migration
- Normal transaction processing and integrations
- Data availability for B2B interface
- Posting to reporting module (closing)

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- *Posting to Finance module*

Implementation methodology:

The key factors taken into consideration for implementation of Acumatica ERP solution in Bell & Company were:

- Tight integration between sales and purchase orders
- Automated communication with customers, improving customer service
- Mobile access, increasing employee productivity
- Reduced accounting costs by bringing AP in-house
- No additional hardware investment with the cloud version

According to Wilkins, President of Bell & Company, the company's main requirement was easy to use and easy to understand solution. "I probably saw every Acumatica video on the internet, and was impressed by them," Wilkins said. "Most of the software companies I looked at could provide the functionality I needed, but the key thing for me was to find something everyone could use and understand. My Acumatica demo helped me realize that the layout and workflow processes of Acumatica were better than any other offering."

Acumatica's Customer Management Suite includes Customer Relationship Management (CRM) applications that helped Bell and Company better manage leads, contacts, opportunities and customer accounts without having to implement a separate CRM System. "Customer and vendor portals were a big item for me, and with other software companies, I found that if I wanted those, I would need more user licenses", said Wilkins. The automation of Fixed Assets allowed Bell and Company to dump their convoluted Microsoft Excel Spreadsheet or Microsoft Access Database for managing the fixed asset process. The Fixed Asset module in Acumatica Cloud ERP was integrated with all other modules of the application, giving Bell and Company great visibility of all of their assets.

Wilkins not only planned to have the company's employees use the system, but also to create customer and vendor portals and extend access to his accountant. "With Acumatica, I liked the fact I did not pay per user. I also liked that they use AWS for their backbone and hosting," Wilkins said. Bell and Company's sales team had become more efficient by being able to access contact information from the field, manage workflows through one system, and access sales and purchase orders quickly. "Our customer base is located along the Gulf Coast. Before Acumatica, we had no way to access the local resources on the network when we were away from the office," Wilkins said. "Now we have access to all of our customer information and technical documents—it's as easy as picking up the phone or using the app. The responsive design is great, so whether you're on an iPad, an iPhone or a computer, the system responds to whatever device you're on. It has really changed the way we are able to support a customer." Easy-to-use system streamlines

Successful Implementation of SAP ERP System in AstraZeneca Pharmaceuticals (Pakistan division)

Project Scope:

From the very beginning AstraZeneca Pharmaceuticals LLC intended to implement an information system capable of integrating the local company's business processes with the headquarters and of getting an efficient information base for business administration in the situation of its further development. Among the other reasons for choosing SAP, was the reason that this system meets both existing and predicted company's needs. The main tasks were

- implement an SAP-based business model integrated with that of the headquarter;
- get consolidated reporting in accordance with corporate standards
- get a powerful information system for business administration
- Integrate SAP modules with external systems.

Customization:

The SAP solutions and services used were:

- Financial Accounting (FI) module
- Materials Management (MM) module
- Sales and Distribution (SD) module
- Tool Manufacturing (PP) module
- ALPE Consulting's Services: installation, implementation and after go-live support of the Financial Accounting module

End user participation and involvement:

In order to optimize information processing and consolidating as well as to run business more effectively, AstraZeneca's management decided to implement SAP that was used as the AstraZeneca corporate standard in many other countries. The system was to be implemented with the SAP add-on for Pakistan. Not only this, the end users and management unanimously opted ALPE Consulting as a service provider because it had acquired vast experience in implementing solutions for large international customers, it met the requirements set for the expertise and qualification of the specialists and, finally, it guaranteed the high quality of the set tasks fulfillment within the endorsed budget. Another competitive advantage of ALPE Consulting was its experience in integrating SAP with external systems.

Planning of end user training:

For training of end user, ALPE Consulting Services provided their expertise through their qualified and experienced employee consultants. They trained the end users within first three four months after the implementation of primary functional system.

Data migration strategies:

For data migration, the key aspect under consideration was that the corporate business model rollout needed to be adapted to the Pakistan's local specific features which were done by taking into account the following:

- unique business requirements
- conceptual restriction imposed by the previous implementations (as one cannot violate certain conceptual conditions that already exist within the other company's subdivisions)
- differences in legal regulations

An important feature of any rollout project is the possibility to maintain two accounting systems:

- corporate accounting in accordance with IFRS or GAAP principles, i.e. the accounting system of the overseas headquarters
- Pakistan accounting (Pakistan Accounting Standards).

The Chart of accounts mapping, i.e. the adaptation of international chart of accounts to the Pakistan one, was a very important step within first stage of rollout implementation. The experience in rollout projects of ALPE Consulting made it possible to work out a methodology shortening the mapping time at least twofold. ALPE Consulting's experts had developed optimal interaction patterns for all positions, realized and tested them in accordance with the needs of AstraZeneca Pharmaceuticals LLC.

Implementation methodology:

Initially, the problems at hand were:

- No information system at all
- the system was to be launched from the scratch
- The system was to be filled up with initial data in order to be fully started.

These were solved by implementation of following modules:

- Financial Accounting (FI Module)
- Materials Management (MM Module)
- Sales and Distribution (SD Module)
- Production Planning (PP Module)

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- The company obtained its consolidated reporting in accordance with the corporate reporting standards of the mother company and with the standards set by the Pakistani legislation
- A significant number of external systems were integrated with SAP modules.

The implementation was fulfilled in two six month stages. By the end of the first six months a fully functional system was launched, and the company started conducting its sales without any restrictions. During the second stage, additional forms/reports and the secondary business processes were added and worked further on