Statement of Work

Business Readiness Assessment for ERP Implementation

# Introduction

ISKCON Bangalore is a charitable society with the objective of propagating Krishna consciousness as explained by its founder-acharya A. C. Bhaktivedanta Swami Prabhupada (addressed as Srila Prabhupada). The society was registered in the year 1978 under Karnataka Societies Registration Act 1960.

The activities of ISKCON Bangalore can be broadly classified as follows:

* Temple activities (worship of Deities, festivals and other cultural events)
* Charitable initiatives (prasadam distribution program, cow protection)
* Programs conducted to create awareness of Krishna conscious philosophy (as explained in Bhagavad-Gita and Srimad Bhagavatam) in various sections of the community
* Projects that will help to present, preserve and promote the cultural heritage of India.

The programs of ISKCON are sustained by the donations and for-profit activities (in line with the principles of Krishna consciousness) carried out by Touchstone Foundation (books, paraphernalia, gifts and prasadam), Goloka Seva Trust (incense manufacturing and export) and other associated trusts of ISKCON.

# Project Description

To improve the efficiency of the day-to-day operations of the various functions and better analytics reporting, we wanted to implement an Enterprise Resource Planning solution for the accounts & finance, procurement to payment, material management and human resource management across ISKCON and its associated trusts and later extend the same for manufacturing and supply chain management, maintenance planning, project management and customer relationship management. The point of sale systems and donation management system need to be integrated with the ERP solution. With this objective, we have finalized on **Microsoft Dynamics NAV 2009 R2**. To have clarity on the scope of the implementation and to assess the readiness of the business processes, we are taking up the business readiness assessment exercise.

# Scope of the Exercise

* Study the current business processes (refer Annexure 1)
* Study and review the current IT systems, Applications, Data Management and User Profile (refer Annexure 2)
* Review the process used to operate the applications
* Document the as-is process flow with approval matrix and workflow
* Review the reports generated – MIS / Transactional Reports

# Deliverables

## Readiness Assessment

* Business Process Discovery Flowchart with list of reports currently captured.
* Specific unique process / data capturing that needs to be addressed as industry specific (which will require customization of standard ERP package) – the document shall also outline the process changes recommended to fit the same in ERP without customization.
* Suggestions on Industry Specific Best Practices that can be adopted.
* Overall readiness assessment report for the processes listed in the annexure 1.

## MS Dynamics NAV – Fitment & License Requirement

* Overview / Demo of the MS Dynamics NAV application for the Core ISKCON team.
* Suggestions on features of ERP that can be exploited in areas where currently the processes are manual.
* User Analysis to identify the license requirements & suggestions for segregation of responsibilities to ensure the license usage optimization (limited and full users).

## Project Plan for ERP Implementation

* Detailed Project Plan for Implementation with Effort and Timelines for Phase 1.
* Cost Estimate for the ERP implementation project.
* Cost Comparison and benefit analysis for integrating the existing software (Dhananjaya, PRISM Futura, Guest House Application) with ERP vs. building the features in the ERP package itself through customization.
* Recommendations for POS implementation and the cost associated with it
* Profile of the team members who will be deployed in the ERP Implementation (phase-wise)
* Documentation of Risks, Challenges and Mitigation Strategies