

How SuiteSuccess Lessens the Risk of Implementation Failure

NetSuite's SuiteSuccess is an outcomes-focused approach to cloud implementation and optimisation that helps empower companies to be dynamic data-driven businesses. The SuiteSuccess model is built around engaging continuously across the major touch-points over the lifecycle of an implementation to ensure an upward trajectory throughout, on the road to going live with a solution that will really deliver.

In order to increase the odds of a successful ERP implementation, organisations need a clear vision of new system requirements for company-wide alignment, as well as time and cost-control throughout the process.

Challenge 1: Time to completion.

Long implementations inherently consume more hours of consulting and more hours of employee time. Rapid implementations reduce the 'l' in the ROI.



76% Organisational issues¹

74% Unrealistic timeframe¹

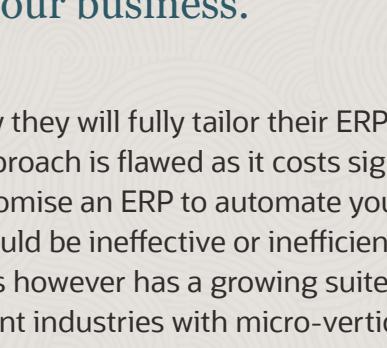
61% Expanded project scope¹

Top 3 reasons for time over-runs.

Organisational issues and unrealistic timeframes can largely be rectified by having a dedicated project team in place and strong vendor liaison. Expanded scope or 'scope creep' is a whole issue in itself (further down).

300-400%

is the cost blow-out over what was budgeted, for most ERP implementations.²



Challenge 2: Cost of implementation.

Budget overruns are common. It can be avoided by having an 'eyes wide open' approach to where the cost and time dedicated to the implementation project will arise.

The top reason for going over budget.

ERP is designed to be flexible and scalable to suit the needs of the company – not the other way around. Yet often, it's only after an implementation that usability barriers are revealed and need to be addressed.

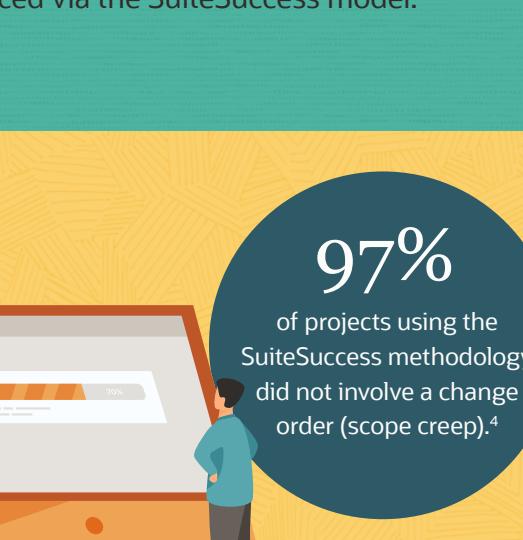
65% of the time, it's because the system needs modifications to improve usability.²

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Challenge 3: Tailored to your business.

Some vendors say they will fully tailor their ERP to suit your business. This approach is flawed as it costs significantly more to fully customise an ERP to automate your existing processes, that could be ineffective or inefficient to begin with. SuiteSuccess however has a growing suite of pre-built choices for different industries with micro-verticals. It allows businesses to transform by adopting leading practice for 80% of their processes and then invest their time and money in tailoring only 20% to differentiate their business in the market.



51%

of companies suffer disruption after going live.³



Challenge 4: Operational disruption.

Just over half of companies experience operational disruption when they go live after implementing ERP. The likelihood of your business suffering this can be significantly reduced via the SuiteSuccess model.

Challenge 5: The ramifications of scope creep.

Scope creep often occurs due to people, processes, a lack of management support and inadequate project planning – not just software. To make an ERP implementation work can take 30%² longer, is more costly, and more intrusive.

The SuiteSuccess approach pays dividends.

Our mission is to make software easier to implement and run. SuiteSuccess was developed to ensure total integration of our Sales, Product, Delivery and Services teams so that we sell what we deliver, and deliver what we sell.

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Get in Touch

Sources

¹ Panorama ERP 2018 report

² TechnologyEvaluation.com study

³ 2020 ERP & HCM Report - Third Stage Consulting Group

⁴ SuiteSuccess evaluation from TechnologyEvaluation.com

⁵ SL Associates research

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