User and Customer Interviews

How XSOL has assisted ERP implementations

Survey

In early 2013 Daniel Batten of marketing consultants Beyond the Ceiling undertook a survey of ten **XSOL** customers to identify common perceptions of the value of **XSOL** InOrder software.

In this document we share some of the customer comments that Daniel recorded, in the hope that they offer insights into the benefits of business process modeling using **XSOL** InOrder.

Summary

"I can honestly say I have worked with a lot of technology companies and this is the first time I've had the same resounding message coming back from every user.

The people I spoke to had benefited so tangibly in their ERP implementations it made the analysis of benefit straightforward."… Daniel Batten.

Key Survey Findings

1. Using XSOL, ERP implementation will run on time to budget – or in some cases better.

2. It is able to achieve this because it solves the root cause of implementation restarts: *failure to close the process-functional gap*. It does this through a visual model that forces all ERP implementation stakeholders to…

   a. Describe the actual detailed processes of the business

   b. Use the results of these for functional design, training and documentation

   c. Keep all facets of an ERP implementation in sync so everyone understands what is to be achieved, and how it is to be executed at the level of detail required for the project to keep to its budget and timeframe.

Customer quotes

"Constrained with only the traditional tools to implement ERP – I don't think we would have followed through – honestly."

"The XSOL models we now have are built to the level that someone could come off the street, understand our business and very quickly be brought up to the level of how to do the job."

"Using XSOL, we are running under budget and ahead of time."

"This has been possible through having the model of the business done, because that is where the touch-point between the process and the functional occurs."

"During this implementation we have gone through a couple of business units without using XSOL – and it was a train wreck."

"If you don't have something where you can put everything in one location, that you can keep current – then you are spending your time and money on something that is going to go away"

"We use XSOL as a lever to force the discipline that's normally not there."

"We're going to land our project a month ahead of schedule and close to $1M under budget."

"One of the biggest problems is that 10 people go off into a room to design something. You either don't train people to use it or the project team trains. Then when they get back to the work-center the supervisor says "I don't care what they said, this is how we're really going to do it." With XSOL, this is not possible. It forces you to be accountable, and sign off in blood every process with detailed accuracy that keeps the implementation on track."

"Without XSOL, most people are not only not trained to use the system adequately; most people don't do a good job of documenting processes. They go off and do whatever they want to do. People don't train their personnel. Then they don't understand why they don't get the results. And the system degrades. Someone decides they need a new ERP package. And they start over again."

"What we now have, which we wouldn't have had without XSOL is…

- o Process Models which are 100% integrated with the ERP application
- o Training which is 100% integrated with the process models.
- o Good solid documentation of the processes at the point where we go live

Most importantly it gives us the vehicle for sustaining and improving processes after go-live."

"Without a best-practice template – the implementation takes longer. It's harder to bring people together; it adds time and aggravation. XSOL has given us the best-practice template"

"XSOL allows us to extract more value from our ERP. A system is only as good as the data you put into it. Going through the exercise helps to bring people on board. And it reinforces the new process."

"XSOL enabled the ERP software to become more valuable to us."

Other information uncovered

"I'm surprised to learn this, given how invaluable XSOL transparently is, but I received several comments on their surprise vendors don't insist on it being used in every implementation."

"It's a better way to do ERP implementations. Vendors don't even push it, but it's the right thing to do. "

"The software is great, however ... if a customer has purchased XSOL, then a vendor needs to go out and say "We are making sure that this is rolled out at the start, as part of the training" rather than going down the pipe a bit. It would have been helpful to have had it earlier on."

Managing the Change

"XSOL models allow...

- o the level of detail you need to implement an ERP correctly
- o continuity from one process to another
- o tying all processes in together in a way that is cross-referenced through documentation that is exceptional.

This has been possible through having the model of the business done, because that is where the touch-point between the process and the functional occurs. And if that doesn't happen – no matter how good your team and how rigorous your methodology – you are in for a long, risky and often painful implementation. XSOL is getting the project implemented on time because it has enabled us to close that process/functional gap completely.

That may sound like a big claim – however we can say with confidence that XSOL has made the difference because not only are we comparing the first implementation without XSOL to the restart with XSOL, but during this implementation we have gone through a couple of modules without using XSOL – and it was a train wreck.

Every process we developed using XSOL models functionally worked. It was outlined. We knew who did it, when they did it and how they did it.

So that business unit has gone from "we don't need to do this" to "I can't believe we didn't do this"

"It's a choice between a little bit of extra work up front or a train wreck afterwards"

Vendor Understanding...You can use XSOL to document your existing processes out of the gate before ever engaging a vendor. Then you can share those well-documented processes with the ERP implementation partner or vendor and say "here's what we do; how can you improve on that; how and where to do we need to customize your product to deploy it?"

Engaging the Workforce

"XSOL seems to engage people more deeply. They think more about what they are doing and produce better quality. So the transition from process to function is smoother."

"XSOL forces you to be accountable, and sign off in blood every process with detailed accuracy that keeps the implementation on track"

"XSOL keeps everyone accountable to execute according to the agreed models of how the company does business."

"It's more business-user friendly – especially compared to alternatives."

Training

"Someone could come off the street, understand our business and very quickly be brought up to the level of how to do the job."

"XSOL reinforces the new process. Because everyone can see how things are supposed to be done, it allows you to bring on new people, even temps, and quickly get them up to speed."

"It translates your business processes into training material."

"What we now have, which we wouldn't have had without XSOL is good solid documentation of the processes at the point where we go live."

All in One Place

"XSOL allows you to keep everything in one location."

"It matters because one of the biggest challenges in ERP implementation is keeping everything in sync as things inevitably change: policies, procedures, forms, manuals, specification."

"If you don't have something where you can put everything in one location that you can keep current, then you are spending your time and money on something that is going to go away.

"It's about keeping it alive. The reality is – the more touchpoints you have to fix or update or change something – the less likely someone is to do it. By contrast, we are able to go to the depth with XSOL where we have links to our program, to screens, to training documentation, to the testing environment of other programs we have, all in one place, all tied together.

And there is no other way you can convince the business to take the time to keep everything alive if you don't give it to them in a form that is maintainable. And what that means is that without XSOL, post go-live, the currency of the training, the documentation and the utility of the whole system slowly dies.

With XSOL there is no separate project needed to achieve this, it all gets done as part of the ERP implementation."

The Value of XSOL

"A better way to do ERP implementations; vendors don't push it. But it's the right thing to do"

"XSOL enabled the ERP software to become more valuable to us"

"We are going to land our project a month ahead of schedule and close to $1M under budget"

User and Customer interviews

"If you are implementing ERP, XSOL is a must-have. After the first pass, our efficiencies have improved, our documentation has improved, the level of detail has improved, and the business ownership has improved. We have got systemic benefits all the way around."