

mass

realising innovation



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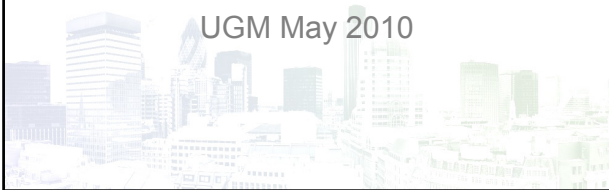
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## Successful Implementation Strategies

UGM May 2010



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## Success in Optimisation

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In terms of the Successful Implementation of Software Solutions, optimisation refers to:

*“..the maintenance and management of those key variables that allow for the most efficient means of achieving the most current, valid and usable data outputs.”*



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## Benefits of Optimisation



- Return on Investment
- Improved Accuracy of Reports for more informative management decision making
- Increased Speed of Access to data for faster management decision making
- Cost Savings through efficiency gains

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## Benefits of Optimisation – Cont.



- Improved levels of user satisfaction leading to more effective work teams
- The embracement of technology allowing for future implementations and further efficiency gains
- Personal recognition and promotion

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## Solution Resource Requirements



1. IT Infrastructure
2. Software
3. Data
4. Users



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# IT Infrastructure



"If IT infrastructure is inadequate or lacking in performance then optimisation of the total solution will be compromised"

Key Element to Assess

- Compatibility
- Stability
- Speed

Assisted through:

- Hosted Solutions
- Technical Audits



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# Software



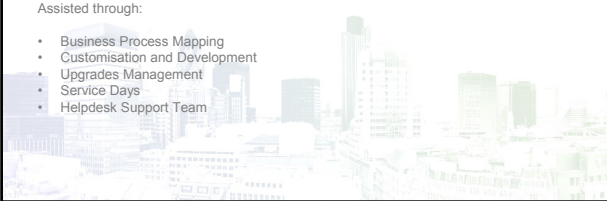
"The most typical cause for failure, in achieving optimisation within an IT solution, is due to organisations viewing the software package as a 'magic bullet'."

Key Element to Assess:

- Functionality
- Reliability
- Usability

Assisted through:

- Business Process Mapping
- Customisation and Development
- Upgrades Management
- Service Days
- Helpdesk Support Team



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# Data



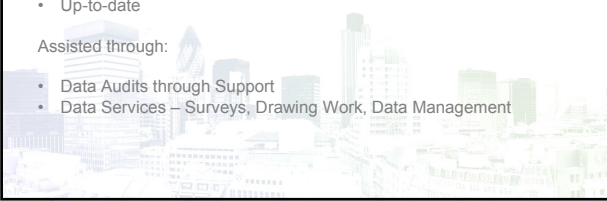
"As with all data dependant solutions it is true to say that 'the data taken out is only as good as the data put in'."

Key Element to Assess:

- Validity
- Accessibility
- Up-to-date

Assisted through:

- Data Audits through Support
- Data Services – Surveys, Drawing Work, Data Management



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# Users



"Experience has shown that users are the most important factor affecting the implementation success of fully optimised solutions."

Key Element to Assess:

- Knowledge
- Capability
- Buy-in



Assisted through:

- Support – Training Needs Analysis (TNA)
- Training
- Resourcing

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# Steps to Successful Implementation



1. IT Infrastructure
2. Software
3. Data
4. Users



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# Importance to Implementation Optimisation



1. Users
2. Data
3. Software
4. IT Infrastructure



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# Solution Implementations



Reasons for Failure:

- Evaluations based on Financial basis only
- Loss of Management control
- Lack of Priority setting and changing plans
- No Support to Business Objectives
- Legacy Systems are not fully Understood, Outlined or Integrated
- Lack of Communication between Users, Business Managers and IT Specialists
- Localised Solutions produce benefits that are not transferred to global benefits

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# 5 Steps to Success



- Adding Value, NOT Cost Reduction
- Sharing the Benefits
- Business-Driven Innovation, NOT Technology-Driven
- Incremental Development
- Use the Information Gained



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# Optimising Conclusion



Successful Projects Require:

- Buy-in from: Users, IT specialist & Management
- Data Validation and Integration
- Implementation Strategy must relate directly to Business Strategy
- Incremental Developments
- Understanding the Solution Resource Requirements

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# Benefits of Optimisation



Do you have any questions?



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