



Expert Insights on Managing Regional & Global Shared Services During an ERP or Software

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Subject Matter Experts:

Shyarsh Desai



CEO CARIXA



Bob Anderson



GPO Invoice to Cash



Michael Kohler



**Principal Solutions
Architect**



Dan Nies



Reg Sales Manager





Question #1:

You are made aware of a systems upgrade or conversion to a new ERP. What are the important considerations to address so you can start to prepare for what is coming?"

Shyarsh



Question #2:

What are the right attributes needed to prepare an 'as-is' and 'to be' roadmap?

Bob



Question #3:

What are the key factors when assessing how to plan for the conversion. Share the pro's and con's of big bang vs. staggered and also should new software enhancements be delivered concurrently or after the conversion?

Michael/Dan



Question #4:

What are the key ingredients to secure a seat at the table to influence the project?

Bob/Dan





Question #5:

What is the right level of rigor to determine go/no go phases within the ERP project plan?

Dan/Bob



Question #6:

What are some of the general rules for adding project resources for support, learning curve and loss of functionality? Additional budgetary needs, increase in bad debt reserve, deduction metrics and forecasting DSO?

All



Question #7:

What are some best practices when using outsourced employees managing the function? How do you address the training needs and KPI updates based on the new ERP?

Bob



Question #8:

It's t -3 weeks to go live, what should I be focused on leading up to the conversion?

Shyarsh



Question #9:

Why is reporting so important, yet tends to be a low priority within the project? What are the repercussions of not having a good base line of reports available at go live?

Dan



Any questions?

