



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

--Part 2--

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Subject Matter Experts

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Principal



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**GPO Invoice
to Cash**



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Architect**



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Question #1

What are some of the general rules for adding project resources for support, learning curve and loss of functionality?

Neil





Question #2

What additional budgetary needs and considerations are needed (e.g., bad debt, SLAs, deduction metrics & forecasting DSO)?

Bob





Question #3

What are some best practices when using outsourced employees and vendors managing the function?

Bob/Neil





Question #4

Why are reporting, KPIs and training so important, yet they tend to be a low priority within the project?

Michael/Ken





Question #5

What are the biggest reporting challenges (internal, regulatory) companies face when transitioning to a new ERP system?

Nat/Ken





Question #6

What are the best practices to ensure data integrity when converting open items to the new ERP?

Michael/Bob





Question #7

What are the best practices to facilitate change management and provide the teams a communication channel to share wins and obstacles?

Neil





Question #8

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

- ✓ What does a priority list look like 2 weeks and 4 weeks out?

Michael/Bob





Question #9

What are the best practices around customizations vs. using out of the box functionalities?

Nat





Any questions?

