

We at **Priority ERP Pty Ltd** have noticed over many years that a significant number of ERP implementations result in a little more than a replacement of the existing system. Companies simply fail to take advantage of the features that are offered by sophisticated software packages such as PRIORITY. The reasons behind the stagnation typically fall into a few categories:

Leadership

- Implementing a new ERP many companies feel it's enough to install the software, tell people which buttons to press and wait for the benefits.
- Often what happens is use of the system tails off in some areas as staff revert to old, more familiar ways of doing things.
- Someone needs to drive the ERP to make it work properly and too often this is not budgeted for nor is it presented by the ERP Vendor who promote cost savings from their software



Post implementation investment

- Implementing the ERP is simply the start. The system needs to grow to envelope all the business processes, but often that investment is lacking
- The reason is simple, the ERP vendor sells and installs the system then provides a "Support Contract" which is promoted as a help desk with meaningless KPI's like:
 - 24 hour support
 - Quick turnaround in response
 - Answering your call in 3 rings
- In truth.... What the provide is INSURANCE in case something goes wrong
- If the customer has no problems then the Support Contract is "cream" for the vendor



Vision

- The customer has a shiny new ERP system that's doing his accounts nicely and better than ever before (perhaps) but what next?
- The customer needs the vision to be able to see where to go next, but typically:
 - he's never used an ERP system
 - he doesn't know its full capabilities
 - he needs to spend time learning about all the features, some of which he'll never use
 - he needs to constantly review his processes and procedures to determine if things can be improved
 - All of this costs money, but the ongoing "Investment" is on ... INSURANCE!



Priority ERP changes this

- If you bought a system and it goes wrong, or you need a little helping hand, then you deserve to be supported. You should not need to pay more.
- This releases you to spend the "Insurance" on something more proactive – CONSULTING by our experts who know the software and know your business
- Our expert consultants become your ERP leaders, driving the change in your business
- Priority ERP becomes YOUR ERP development team helping you to build the roadmap to drive you to success with the ERP

