

ERP SELECTION CRITERIA FROM IT OPERATIONS PERSPECTIVE

STPL Global/ OpenERP Publication

CUSTOMER SERVICE

Some of the most successful companies have one thing in common – incredible customer service. These businesses go out of their way to make the customer feel appreciated, understood and cared for. The end result of this is simple but powerful -- a strong connection to the customer that goes deeper than the normal company-customer relationship.

GET STARTED RIGHT AWAY

As an IT Head for a non IT company, we face multiple challenges to ensure that our business runs trouble free and acknowledges a significant contribution in business growth from business users. In an environment, where IT is always perceived as a cost and a necessary evil, we struggle to create a value that cannot go unnoticed.

What are our primary concerns?

Think again!

Q: Are we struggling each year with depleting IT budgets?

It is not uncommon in 75% of large companies and 85% in SMB that the first axe on cost optimization falls on IT. A challenge which most of the CIOs face today are sustaining a similar quality of service with depleting resources.

Q: Are we struggling to maintain desired service levels from our IT contractors?

Some large enterprises with their virtue of big IT budgets enjoy dedicated relationships from their registered IT vendors. However, this too remains a constant challenge, where continuous change requests are seldom not treated with time and estimation efficiency, bringing a lot of unnecessary effort loss and agitation. This only multiples more with SMBs.

“If your company is also setting out to better serve its customers, who are increasingly connected and opinionated, then you need a strong customer service philosophy.”

GET THE PICTURE

Selection of IT products is not only a feature functionality matching, but a lot more than that. Your choice cannot ignore many facts of the service provider and the operating comfort that you build and share.

Take a look at a matrix to decide what best suits you and your organization.





THE SELECTION MATRIX

Sr	Requirements/Criteria	SAP	Other Propreitary	OpenERP
1	Budget not a constraint, willing to invest \$ 2 Million Capex and \$ 0.5M Annual recurring	\$ 2M	\$ 1M	\$0.50
2	Timelines not a constraint	2 Years	2 Years	6 months
3	Change Management not a constraint, all end users IT Savvy			
4	IT Infrastructure not a constraint even for partners & distributors			
5	Existing good relations with large implementation partners			
6	Implementation partners locally available & understand your business			
7	Control over source code			
8	Customization easier with in-house resources			
9	Skills training easily available			
10	Regular Product upgrades from OEM important			
11	Support Partners locally available			

Consult Us

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Note: Commercials and timelines are an approximation based on certain size of the project and functional areas to automate.

	Strongly Recommend
	Medium Recommend
	Not Recommended