

# 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.

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*“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.”*

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## 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.





## Consult Us

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## 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   |         |                   |          |

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

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|--|--------------------|
|  | Strongly Recommend |
|  | Medium Recommend   |
|  | Not Recommended    |