Top 5 Issues That Can Prevent a Successful Implementation

AN INFORMATIVE GUIDE
Both you and your SI have responsibilities that need to be achieved in order for your implementation project to proceed smoothly. Many things can lead to a slow down and road blocks are naturally occurring. However, there are ways to be effective that include being thorough, accurate, responsive and proactive. It goes without saying that your SI is responsible for ensuring that work is done efficiently on their end. But there are many things that you can do to prepare your project team in anticipation of some of the pitfalls that can pop up.

How realistic is your timeline with regards to your anticipated outcomes? How organized is your Organizational Change Management process? These are the questions that you should be bringing to your SI. Consider the following topics and begin to develop your implementation and change management plans.

Table of Contents

1. Bring Stakeholders to the Table
2. Look to The Future but Plan for Today
3. Data Integrity Enables a Smooth Rollout
4. Set Realistic Timelines Then Benchmark
5. Testing is Mission Critical to Your Success
1. Bring Stakeholders to the Table

How your business actually uses the solution will determine how it is built. When you provide your SI with your business requirements, they will begin to create a system based upon those requirements. This is why it’s important to have the right team of Subject Matter Experts (SMEs), the business owner and actual end users assembled as early as possible for requirements sessions. If you don’t have the advice of your key team, you will risk overlooking an important feature that can affect configuration of your end solution. Miscommunication can spiral out of control, leading to holes in the needs and rules that are fundamental to the build. And if these holes aren’t patched, many cycles may be required to correct the problem, which can cause additional costs.

Don’t assume that owners can simply be brought in during the test phase, or even after delivery. By this point, your entire solution would need to be re-configured, which is not the desirable outcome of the implementation project. Be engaged with your SI by communicating your needs through the full lifecycle of the project.
2 Look to The Future but Plan for Today

Very often in the sales cycle, a company will be introduced and dazzled by the complete set of technologies available to them. While the allure of looking towards growth and scaling up the initial technology purchase is great, it’s important to keep things in the present. Planning ahead is of course an essential element of business success, however it shouldn’t interfere or complicate the implementation project at hand. Set more realistic expectations to avoid confusion. Then bring only the priorities to your requirements meetings so that your systems integrator can get the best understanding possible when it comes to your true needs.

That being said, you should also take the opportunity to discuss your ‘wants’ as well. It’s always a good idea to inform your SI of future add ons and modules that might become applicable to your business roadmap. When the time comes, you’ll have a better-informed consultant and be able to tackle future implementations with confidence.

3 Data Integrity Enables a Smooth Rollout

Data integrity from source solutions can cause major problems during reconciliation on export to final destination systems (e.g.: a payroll solution.) In a perfect world, all data systems are state of the art, optimally maintained, and completely stable. However, this may not be the case with your situation and it pays to understand this before you enter into a project of any magnitude. Your SI can be employed to fix issues that are discovered. But should an error sneak through, then the bad information can be sent to the final destination, which can magnify the issue even further.

You can save yourself added expenses and possible delays in rollout if you ensure that your data is clean in the first place.
4 Set Realistic Timelines Then Benchmark

How efficient is your Organizational Change Management solution? This area can take much longer than you might anticipate. While your SI may have the skills and product expertise necessary to meet implementation timelines, other factors can intervene, interfere, and otherwise, cause costly delays in delivery. For example, issues can develop as your project team attempts to reconcile their own wants and needs with those of a Union. Learning curves need to be acknowledged in order to accommodate the time required to train employees on new ways to gather timesheet data. There may be added complications due to infrastructural implementations, such as mounting time clocks, POE drop points to install, test scripts to create, and the list goes on. Planning ahead will enable you to spot these troublesome areas before they worsen.

Working closely with your system integrator will help you to develop a realistic plan, assuming they have deep implementation experience and expert knowledge of the software products. Their project management will provide you the confidence of knowing that benchmarks are being set and met.
Testing is Mission Critical to Project Success

Inadequate testing is a project killer. If your solution needs to be re-configured based upon new information received by your SI, your project runs the risk of defaulting on its timeline. Your SI will test the system against what generally makes sense. However, business owners can reduce confusion and added spending by providing their own actual cases into testing to make sure that the SI has configured their edge cases.

Again, maintaining consistent engagement with your SI through the lifecycle of the project will help mitigate this risk and address the issue of adequate testing. The more you reveal your needs, the more your SI will be able to assist in the testing required to ensure your solution works as expected.
CONCLUSION

As should be evident from the information in this guide, there are many complex, moving parts that make up a successful software project. In the end, preparing for change early and maintaining communication are essential elements. This means not only communicating your business needs and project concerns with your system integrator, but also maintaining open lines with your internal IT and project management teams before, during, and after the project. The more prepared you are going in, the less you’ll need to depend upon outside assistance, which ultimately can manage project costs. And while statistics show high failure rates when it comes to implementation success, there is nothing stopping you from taking the necessary precautions and steps needed to ensure the highest chance of achieving your project goals.

GroupeX Solutions is a system integrator specializing in WorkForce Software, SuccessFactors Employee Central, and SAP Payroll. Our team of experts is committed to delivering great products and valuable consulting services. Talk to us today to learn more.