Introduction

The thought of either launching a new enterprise resource planning (ERP) platform or upgrading an existing one can strike fear in the hearts of executive teams and IT teams alike. But implementing or enhancing ERP software can be relatively quick and painless – and present a great deal of upside – if you're working with the right consultants.

In this one-hour, CPE-eligible webinar, Crowe specialists will explain how companies like yours can use ERP systems and applications to drive business growth as the economy recovers. They'll also share practical examples of how they've used the NetSuite ERP solution to help clients achieve their immediate and long-term goals.

After this webinar, you should be able to:

- Expand your familiarity with ERP options and implementation models

- Develop an understanding of the scalability offered by some ERP systems – and how that can support shifts in your business model

- Gain knowledge of how the right ERP software can dramatically improve the speed and efficiency of your current operations

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Bayt.com

Arabian Foods
Corporation

Fragrance Delivery
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Polling Question #1

1) What was the precursor to ERP?

       a) Customer Relationship Management

       b) Inventory Control Systems

       c) Stone Tablet

       d) QuickBooks

Enterprise Resource Planning

Brief Overview

- First precursor to ERP software can be traced back to the 1960s*

- Originally a tool to manage inventory and quality control in large manufacturing organizations

- Term "ERP" wasn't coined until 1990*

- Grown to encompass many industries, business functions, and job roles

- On-premise to the cloud (private and public)

- Perpetual to software as a service (SaaS)

- Oracle NetSuite, Microsoft, SAP, Sage, Epicor, IFS, and Infor

Source: * Wikipedia

Financial Management Features

Finance & Accounting

- General Ledger
- Accounts Receivable
- Accounts Payable
- Tax Management
- Fixed Assets Management
- Cash Management
- Payment Management

Billing

- Installment and Milestone Billing
- Subscription Billing

Revenue Management

- Recurring Revenue Management
- Flexible Revenue Recognition Scheduling
- Percentage of Completion Accounting
- Revenue Arrangements with Multiple Deliverables
- Software & Service Contracts

Financial Planning & Analysis

- Flexible Modeling
- What-If Analysis
- Comprehensive Reporting & Analysis
- Multi-Currency Support

Financial Reporting

- On Demand, Real Time
- Flexible, Multidimensional Reporting
- Global Compliance
- Consolidation
- Multiple Outputs

Global Accounting & Consolidation

- Multi-Currency Management
- Multi-Company Management
- Audit & Compliance (GRC)
- Multi-Language
- Configurable Tax Engine

ERP Features

Order Management
- Quote and Order Management
- Billing Management and Invoicing
- Flexible Billing Scheduling
- Order Fulfillment and Continuity Programs
- Promotions
- RMA

Procurement
- Purchase Requisition
- Purchase Contract & Blanket PO
- Request for Quote (RFQ)
- Requisition Approval Workflow

Inventory
- Inventory Control and Warehouse Management
- Cost Management
- Order Fulfillment
- Inventory Visibility

Production
- Product Data Management
- Planning and Scheduling
- Work Order Management
- Quality Management
- MES

Warehouse Management
- Inbound Logistics
- Outbound Logistics
- Inventory Management
- Warehouse Management System

Supply Chain Management (SCM)
- Planning
- Collaboration
- Execution
- Support

ERP Features

Customer Relationship Management

- Sales Force Automation
- Customer Service Management
- Marketing Automation
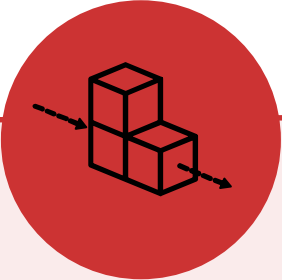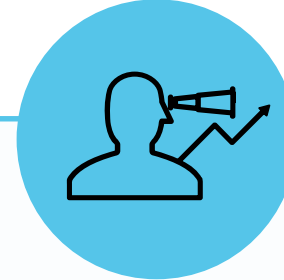- Partner Relationship Management
- Mobile

Human Resources Management

- Core HRIS
- Payroll
- Employee Center
- HR Analytics

Project Management

- Project Management
- Project Accounting
- Resource Management
- Time & Expense Management
- Billing

Five Design Pillars of Modern ERP

THE RIGID CODE BLOCK HAS PASSED ITS TIME

Long account strings are too rigid to respond to changing business needs and reporting requirements.

SIMPLE

RELEVANT AND REAL-TIME DATA REQUIRED

Waiting for long running postings, batch processes, and summarization procedures means that business has moved on by the time the info is available.

SPEED

COLLABORATION AT THE CORE

Modern enterprises require a revolutionary approach to communication that includes cloud, mobile, social, and analytical strategy.

SYNERGY

EXPAND GLOBAL ACT LOCAL

Heavy upgrades have you falling behind while business moves ahead. Technology must keep pace with the needs of a global business – taxes, statutory reporting, languages.

SCALE

CONTROLS MEAN CONSTANT VIGILANCE

In today's regulatory environment compliance happens at all levels and requires constant monitoring.

SECURE

Source: Oracle NetSuite

ERP Options

Generic ERP Solutions

- Offers a wide range of functionality for companies across various industries

- Typically address accounting and finance but do very little for operations

- May have a lower application cost, however, can actually cost you more in time, effort and money over the long run

  - Require a lot of modifications, customizations, integrations and add-ons in order to perform essential functions — which drastically increases cost and risk.

- Implementation costs are also high, because it takes time for the consultant to learn your business and to create and test an application that will meet your needs.

Highly specialized solutions for specific industries

- Software
- Services
- Advertising
- Non-profit

- Manufacturing
- Wholesale Distribution
- Retail
- Media/Publishing
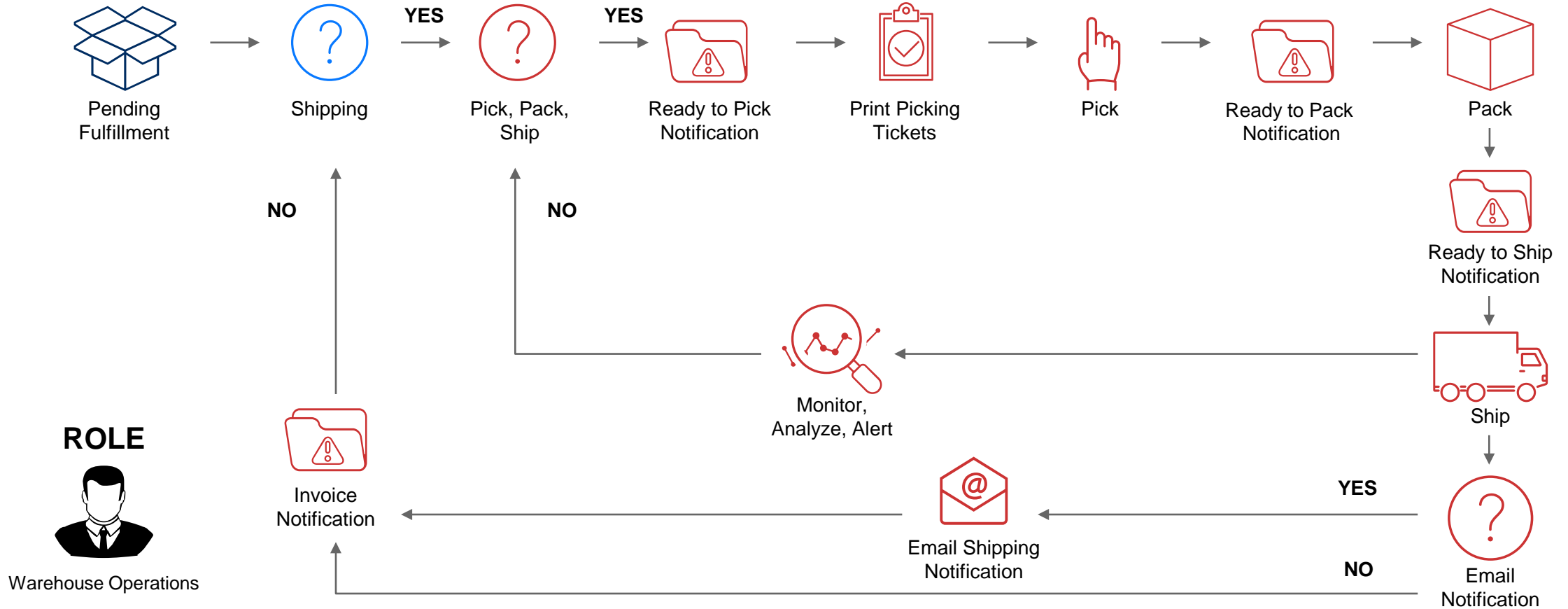
Polling Question #2

2) Market challenges to a growth path does not include:

        a) Inefficient business processes

        b) Economic change

        c) Virtualized workforce

        d) Customers with large budgets to spend

Sales Order Fulfillment

Pending Fulfillment

Shipping

YES

Pick, Pack, Ship

YES

Ready to Pick Notification

Print Picking Tickets

Pick

Ready to Pack Notification

Pack

NO

NO

Ready to Ship Notification

Monitor, Analyze, Alert

Ship

ROLE

Warehouse Operations

Invoice Notification

Email Shipping Notification

YES

NO

Email Notification

Market Challenges to a Growth Path

Blind Spots
- FLAWED Revenue Mix
- Inefficient Business Processes
- New Competitors
- Employee Productivity

Destabilizers
- Economic Change
- Localization Gaps
- Audits
- Taxes and Tariffs

Inflection Points
- Evolving Business Models
- New Engagement Platforms
- Corporate Social Responsibility
- Virtualized Workforce

Factors in Deciding When to Move to a New ERP

- Companies often do not recognize signs that their business systems are the greatest limiting factor to their business due to manual processes, errors, and lack of real-time data and visibility to make important business decisions.

- When assessing the current state of your systems and weighing decisions to upgrade, first consider the company's willingness to change.

How to tell you're not using the right ERP

1. It's difficult to find out what's really happening across the business in real time

- Team members waste time playing "Hunt for the Spreadsheet."

- Management reports are error-prone and out of date.

- Reports take too long to run.

- It is impossible to get a comprehensive view across all business units.

2. Manual processes are used to enter and reconcile data across systems

- Sales orders, order entry, and invoicing are paper-based.

- Bad customer information results in unhappy customers.

- Approval processes are slow and disjointed.

- Financial consolidation takes ages.

- Sales forecasting and budgeting processes rely on guesswork rather than facts.

How to tell you're not using the right ERP

3. Sales are lost because employees can't get information to where it is needed fast enough

- Customer service fails because agents don't have up-to-date information.

- Stock levels are never where customers want them.

- Customers and vendors don't have access to self-service information on your website.

- Customer information can't be easily collected or filtered for sales campaigns.

4. More accounting is done outside of the financial system than in it

- Finance staff members must use several different applications to do their jobs.

- It is too difficult to add new sales channels, product lines, or locations.

- It is impossible to adapt quickly enough to changing business conditions.

5. The business spends too much time worrying about technology instead of focusing on business results.

- Adding a new layer of business software causes the underlying systems infrastructure to become more complicated and inflexible.

- Earlier investments in hardware and software are costly to maintain and fail to keep pace with technological innovation.

Polling Question #3

3) A reason that you are not using the right ERP (True / False)

The business spends too much time worrying about technology instead of focusing on business results.
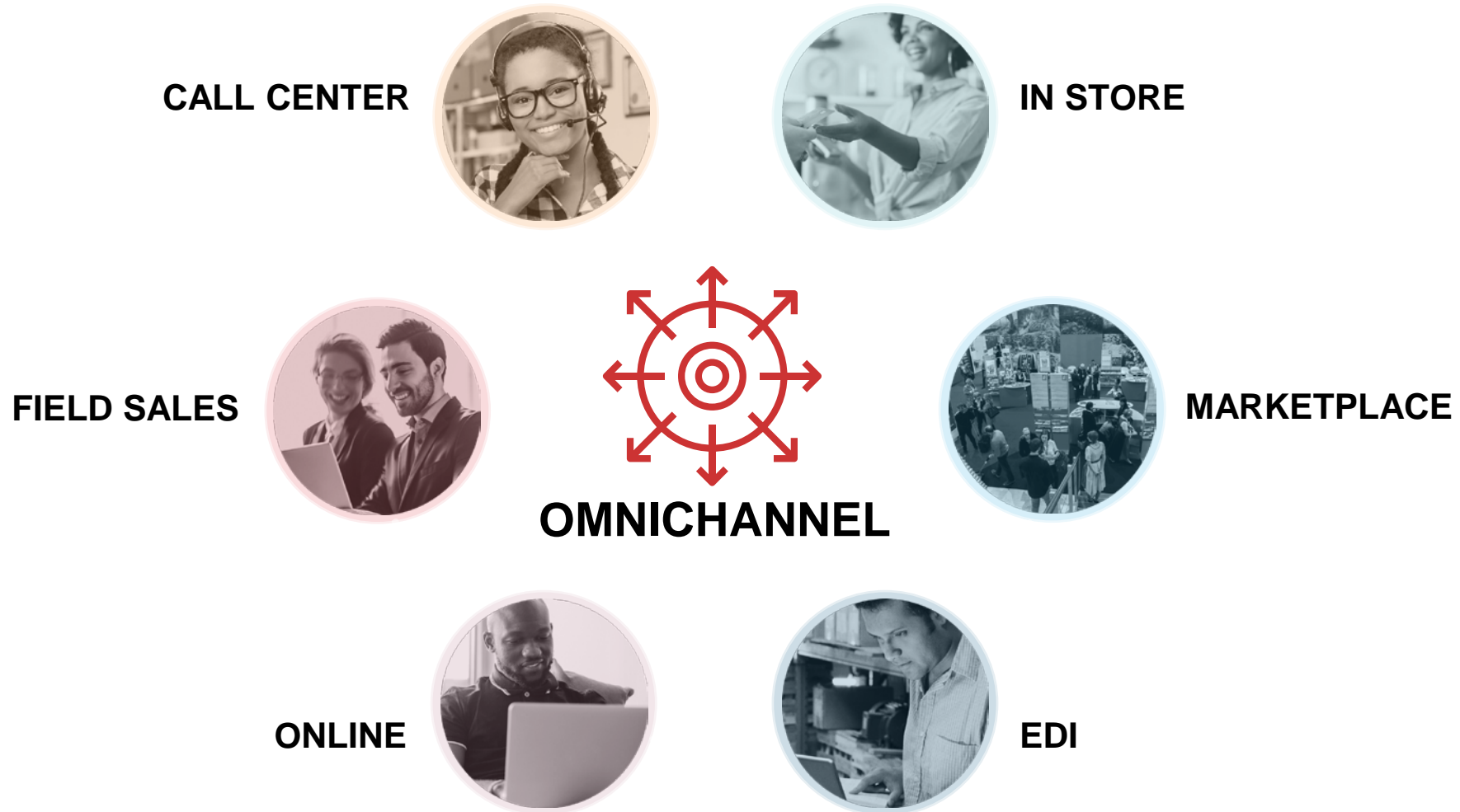
10 questions to ask business leaders and management

1. Are team members spending too much time on tasks you know could be automated and streamlined?

2. Do you have easy access to the data you need to make informed decisions about your business?

3. Do you work with vendors and third-party applications across the globe?

4. Do you have a lot of different software tools and processes that you've adopted and implemented over the years, but they are not connected to each other?

5. Do you know what your inventory levels really look like on a daily basis?

6. Are you personally spending too much time searching for information, trying to boost productivity and efficiencies, and integrating new tools that are needed in order to scale?

7. Can your teams easily collaborate or share information with each other?

8. Can you access essential business data and information when you're off-site?

9. Are you having trouble keeping up with changes in regulatory compliance?

10. Are you finding or addressing problems after it's too late?

If the answer is "yes" to at least six or seven questions in the list above, it's time to start exploring new ERP options.
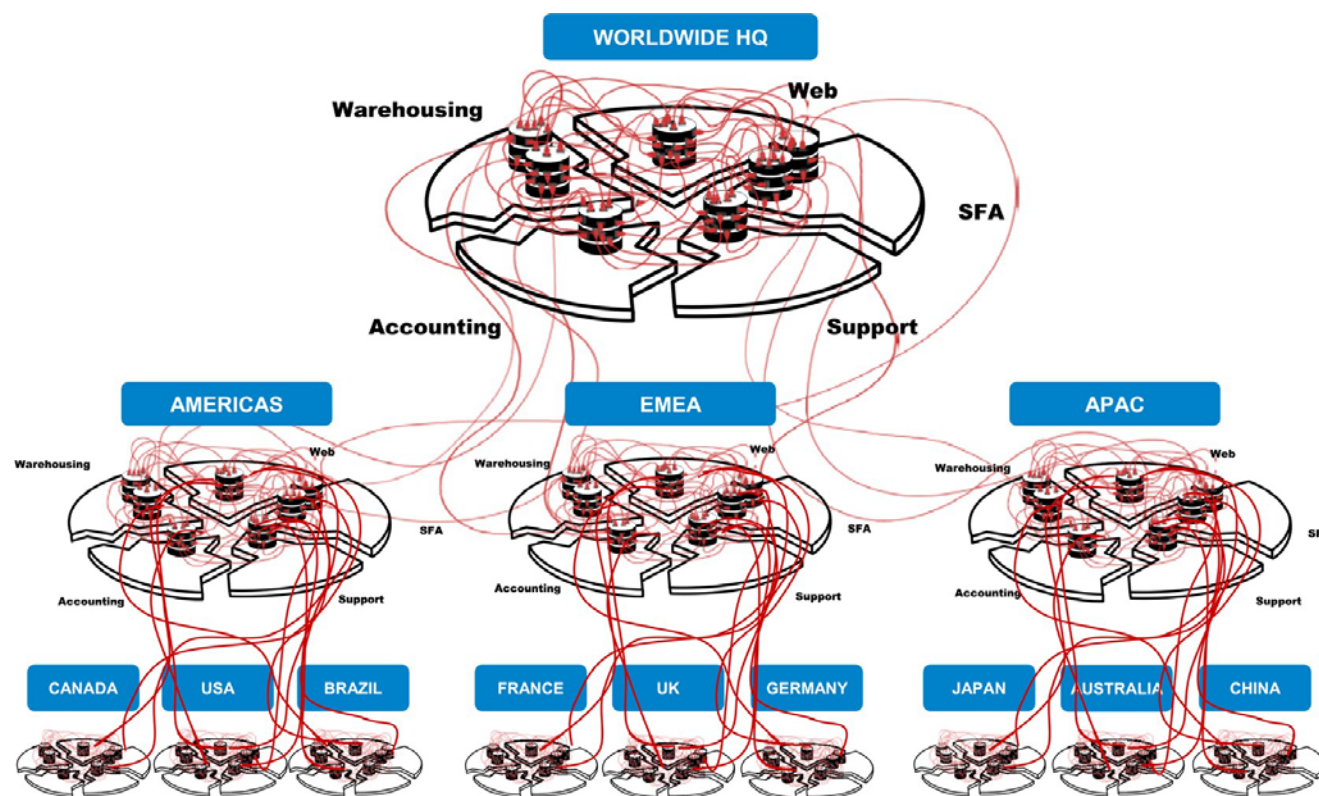
Scaling and Supporting Business Model Changes

CALL CENTER

IN STORE

FIELD SALES

OMNICHANNEL

MARKETPLACE

ONLINE

EDI

Bayt.com – Financial and Operational Consolidation

"Before, we'd have to wait until two weeks after each month-end for financial reports to be shared with each country, relying previously on 10 people. But now with NetSuite, we are able to generate and share reports instantaneously with less resources being invested in creating the reports." — Nauman A. Mian, CFO, Bayt.com Inc.

Arabian Food Corporation – Business Resiliency

A fast ERP implementation helped a global specialty food supplier change direction and stay in business during COVID-19 shutdowns.

A **consistent** ERP implementation process

1. Structure
- Reviewed the client's business functions and processes, and mapped those to the ERP.

2. Analyze
- Created a series of scenarios to better understand the client's business requirements.

3. Build
- Ran through a series of sprints to develop an ERP that aligned with business requirements.

4. Confirm
- Conducted training programs and user interface testing.

5. Deploy
- Delivered additional training and support after the go-live date.

- The ERP solved organizational bottlenecks.

- For example, delivery management **reports take a fraction of the time** and effort they once did, freeing up company up to focus on finding new customers and building relationships.

- By adding a B2C channel, AFC drove a dramatic increase in sales volume. This **increase** included more than **5,000 customers per month** on average, more than tripling the totals from previous years

- Reporting accuracy and data analytics have been enhanced, which helped expedite selling direct to consumers.

- Company can now easily process individual consumer orders, which are significantly different from restaurant orders that include cartons, crates, or pallets as units of measurement

Polling Question #4

4) How can a business achieve omnichannel scaling?

a) Moving to an ERP with single database bringing together orders from customers calling, buying online, through partners or even market places

b) By setting up a point solution for each new sales channel a business needs and integrating it

c) Sticking to brick and mortar outlets

d) Use Microsoft Excel to keep track of sales channels

Fragrance Delivery Technologies – Digital Transformation

Companies confronted with an entirely new and unanticipated challenge: how to shift operations from on-premises to fully or partially virtual.

Cloud ERP allowed the organization to adjust to immediate challenges caused by the pandemic while also driving long-term operational improvements.

1. Facilitating virtual implementation

- FDT's personnel previously had used on-premises systems that required being in a physical office or production facility.

2. Improving supply chain visibility

- FDT served hundreds of customers in more than 60 countries – and these numbers have grown. It also relies on supply chains to bring in critical raw materials and industrial parts.

3. Enhancing efficiency and scale

- Prior to implementation, FDT relied heavily on manual processes and paper-based administration.

Thank You

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