Six Pitfalls to AVOID when
Choosing an ERP Software Consultant

❏ **Knows ERP software inside and out**, *but only knows technology*

   Technical knowledge of ERP software is extremely important. But it is merely the bar for entry.

❏ **Doesn't Understand** *Business Processes*

   Business Processes are the steps people take to accomplish key tasks. For example, Procure to Pay. Your consultant needs to know these so they can use software to automate the manual elements that can be time consuming and may lead to errors.

❏ **No accounting knowledge**

   An ERP system in many ways is an accounting system. If your consultant doesn't understand debits and credits, and what entries the system is expected to post and why, making recommendations will be difficult.

❏ **Has few or no Consulting skills**

   Can explain complex concepts simply, time effective with large groups, organized, doesn't get defensive, knows when to stop talking, good listener and calm when problems arise.

❏ **Doesn't Know how to use ERP software to solve real-world business problems**

   Knowing software and knowing how to use it to help people get things done are NOT the same thing. When you don't know how to do this, you don't know when to follow industry best practices and when to have your own, bespoke processes. This can lead to costly errors, overuse of manual processes and other inefficiencies.

❏ **Doesn't know how to use Configurations** *to avoid Costly Customizations*

   Configurations involve changing the settings of the software. Customizations involve writing new code to do something the code was never intended to do. Customizations are not innately bad, but they should be used judiciously. When you know the software and business processes you can avoid writing new code and rely instead on configurations. Customizations can add up to 25% to the project if you're not careful.

   Even one of these pitfalls can lead to trouble. If you need help putting ERP or CRM software to work to solve your business problems, contact info@itksolutionsgroup.com or visit itksolutionsgroup.com.

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Process first. Technology second.

A Tool is Only as Powerful as the Person Using it

ERP software is a tool.

It has a lot in common with other tools like a paint brush, a pen, or a golf club. The value of the tool is certainly dependent on the tool itself…the craftsmanship, the build materials, the years of engineering and innovation.

Yes, the quality of the tool matters. But that is only potential power.

If you put the best putter in the hands of a weekend duffer, who spends a fair share of his or her time three-putting on the green, they are not likely to make the weekend cut on the PGA Tour. Just like using the same pen used by Henry Thoreau, Earnest Hemmingway or Simon Sinek does not make you a great writer.

No – what matters is the beholder of the tool. Similarly, it is the beholder – the implementor of the ERP software that will largely dictate the results you will get from your ERP software. Great software consultant, great outcome. Not-so-great software consultant, well, you can see where this is going.

What makes a great paint brush? We have no idea. But we do know what makes a great software consultant. In short, it means you know how to get software to solve business problems.

Want to maximize the value of your ERP or CRM investment? Contact us so we can help you make sure you tap into all the potential of your software. Contact info@itksolutionsgroup.com or visit itksolutiongroup.com.

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