



Dell Services ERP Health Check

How Fit is Your Enterprise?

If your organization is struggling with ERP health questions, it may be time to look at fresh strategies for your applications management programs. Are you currently experiencing all of the value and benefits you expected? Is your enterprise using the full suite of available functionality? Did you push additional feature implementations to later roll out phases that never happened? Are you leveraging the advances that have been made in newer versions?

Dell Services ERP Health Check

ERP systems are the backbone of successful companies because they support your critical business transactions. Poor health in your ERP applications can erode the health of your organization.

Our ERP Health Check is designed to measure how effectively your organization is leveraging current Oracle applications and help you realize the full value of an integrated enterprise. Organizations that are not maximizing the benefits of their Oracle applications can usually look to one of the following reasons:

Applications were implemented incorrectly: Deploying a suite of applications can be a daunting task that requires significant planning, resource investment, and technical expertise. It is not unusual that the up-front installation does not meet all of the planned objectives so both short-term and long-term performance suffers.

Inadequate attention to change management and training:

Rolling out new technologies and business processes can have a dramatic impact on the day-to-day tasks of your workforce. Effectively communicating the changes, promoting buy-in, and executing the appropriate level of training are often underestimated, which creates a user base that does not adequately understand the new system.

Ever-changing business requirements:

Many organizations have been operating their Oracle applications for several years. As their business processes evolve, the application is still configured for the outdated methodologies. This leads to workarounds and inefficient use of the original enterprise investment.

Organizational changes: The current market environment is one that supports mergers, acquisitions, and divestitures — as well as large-scale internal growth and reorganizations. If your corporate strategy includes significant changes in size and scope, effectively integrating new data systems into your current Oracle applications can be extremely challenging.

Under-performing on functionality usage: Organizations often believe they are successful if they implement 80 percent of advertised application functionality. Over time, this percentage erodes even further if there is not a holistic and proactive approach to upgrades. It is common for companies to perform purely “technical” upgrades in which no emphasis is placed on implementing new features and functionality, which short-changes potential benefits.

Budget constraints: To meet budget goals, the scope of an initiative is often scaled back and desired functionality is pushed to a phase 2. In many cases, future phases do not materialize. Successfully managing project scope and expectations is critical to maximizing the full return on your up-front Oracle investment.

The Dell Services Oracle Applications Health Check Methodology

Dell Services has developed proprietary processes for assisting our customers in optimizing their Oracle investment. Our assessment culminates in a report card that indicates the relative health of your applications and provides a roadmap to bring your organization up to your desired level of fitness.

Assessment Phase: Our diagnostic assessment begins with a thorough analysis of your existing deployment. We concentrate on the business processes that you identify as well as the underlying technology.

Discovery Phase: Once we understand the current environment, we begin to identify the challenges that your organization faces. This is typically conducted via questionnaires and interviews with the business process sponsors, users, and IT support staff. In addition to discovering all the known issues, the team also works with the appropriate client staff to identify and redefine business processes that may be creating challenges.

Gap Analysis Phase: We identify the gaps between the current application configuration and the desired business process. Many times, we find that there are quick fixes that an organization can correct with little effort. Other times, we find that extensive change is necessary for an organization to truly recognize the inherent value in their Oracle applications. Customizations can be candidates for elimination, and workarounds can often be removed leading to greater efficiency and a lower cost of ownership.

Roadmap Phase: In the final phase, we prepare and present your roadmap report card and conduct an executive presentation. During this phase, we also prepare a high-level plan for achieving the identified goals. This plan includes a roadmap breakdown of the identified business processes, the underlying technologies required, the change initiatives needed, as well as resource and cost estimates.

Results

Through a comprehensive ERP Health Check and subsequent consulting engagement, your organization can achieve significant benefits:

- Streamlined business processes that meet current departmental and corporate requirements and better anticipate future needs
- Application configurations that align to newly designed business processes
- More effective communication to the user community
- Elimination of costly and complicated application customizations and workarounds
- Application and infrastructure performance enhancements
- Improved return on investment from the initial implementation
- Immediate and long-term cost savings that effectively reduce total cost of ownership

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

At A Glance

The detailed Dell Services ERP Health Check:

- Evaluates the existing application deployment
- Identifies the organization's pain points
- Maps current business requirements to the application configuration
- Identifies performance gaps
- Provides an actionable roadmap to realize the identified benefits