

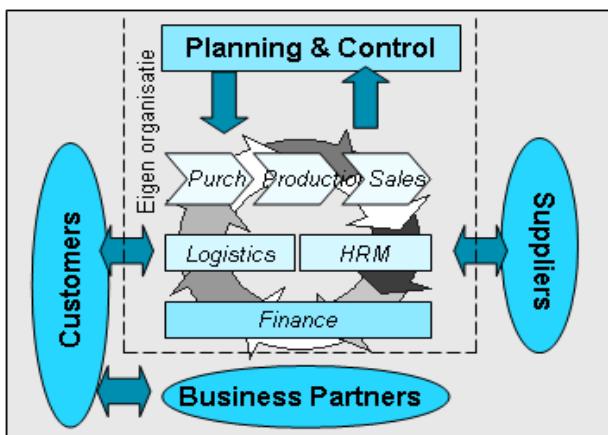


## Enterprise Resource Planning

### Why ERP?

Since the nineties, most businesses and organizations have made use of standard software packages for Enterprise Resource Planning (ERP). Standard ERP packages offer organizations the possibility to support and manage their business processes integrally:

- All business sites under single management
- Seamless integration of business processes
- One-time registration of information (customers, products, resources etc.) which is then used in all processes
- Greater integrity and quality of information due to one-time registration
- Improved possibilities to manage the entire process chain
- Minimum number of interfaces
- More efficient implementation of functional maintenance and user support is possible
- Lower IT support & maintenance costs in comparison to that for a large number of legacy systems including interfaces



### ERP as challenge

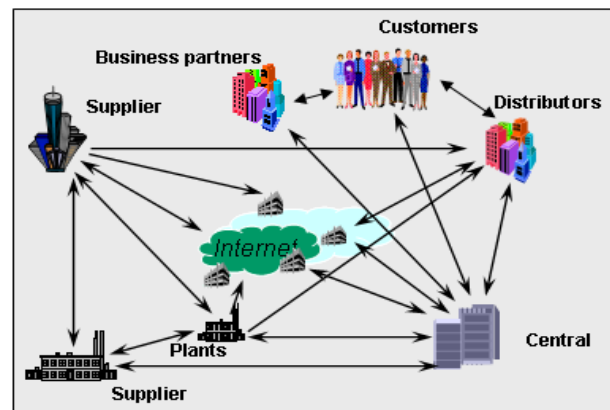
The power of ERP systems is at the same time a challenge. ERP systems demand integration: "everything is linked to everything else". Seamless integration is no longer only a requirement for internal business processes, front-back office integration, supply chain management and partner cooperation are as important, Organisations are part of an added value network serving customers all over the world.

Customers require a more and more individual approach. They are not just part of a group, but demand to be recognised as individuals with

their own needs. Community based Internet "2.0" shifts expectations.

All this requires carefully aligned processes to be supported by integrated IT. In its turn, this integrated IT allows partners and customers to look into the own organisation. Inside information is in the open. Failing cooperation in the value chain, will affect customer experience immediately.

Such an open and changing world puts extra demands on both ERP systems and the organisations willing to use them.



### ERP trends

By now, all ERP applications provide solutions for customer relationship management and supply chain management. They also include portal- and e-business functionality. To cope with the more flexible value networks, ERP systems have been developing further in the past years: changes in users and markets, more functionality and in renewed architecture..

#### Change in users and markets

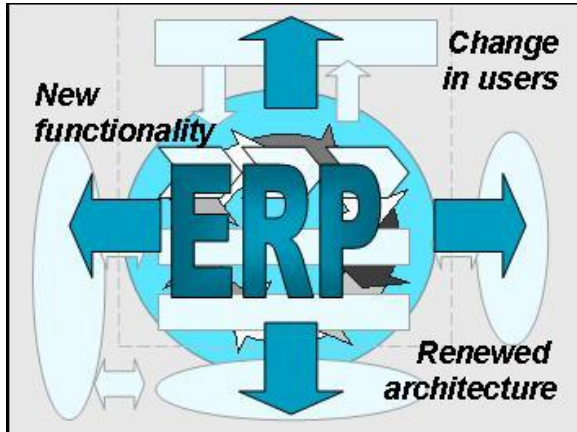
Small and medium enterprises use ERP systems more and more. Smaller companies can operate worldwide via the internet and have to adapt their business processes accordingly. Small ERP vendors were already familiar with the SME market. The large ERP suppliers are directing their marketing more and more towards SMEs as well.

Within the SME segment, less time, knowledge and resources are available for complex implementation and maintenance questions. Therefore, smaller versions of ERP systems have been developed allowing simpler implementation and maintenance. The latest move here is offering ERP via SaaS.



**More functionality**

Users are accustomed to work with standard office-applications and expect a similar easy-to-use user interface from ERP applications. Layout of ERP systems has been adapted to this look-and-feel and can be configured further to personal role and preference.



**Change of architecture**

Most ERP applications offer options to define XML/B2B-interfaces in a simple way. Standard integrations with e.g. Office, Outlook, but also with .net and workflow toolsets is provided. Access to ERP systems via webservices allows easy integration of ERP and other functionalities into service oriented architectures throughout companies and business value chains.

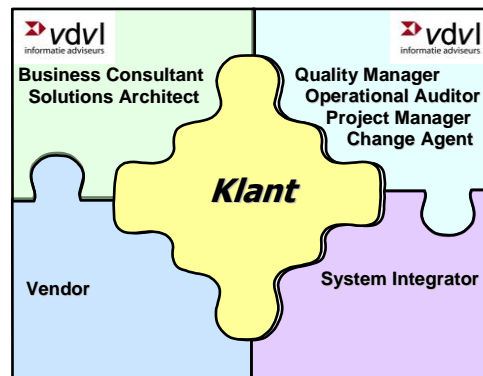
**Key success factors for implementation**

ERP systems offer a lot of opportunities. To seize them requires a good preparation and management commitment. Clear choices regarding scoping, set up and integration with partners and other applications are demanded. This includes the after care period after implementation, since actual change will start only then.

**VDVL and ERP**

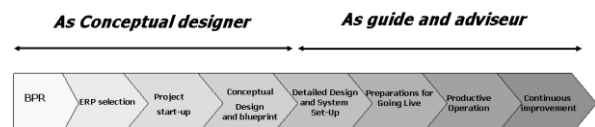
VDVL has much knowledge and experience of ERP applications. VDVL can be called in for the selection of (ERP) packages, process design and redesign, and also for the set-up and implementation of ERP applications.

A good ERP implementation requires top management commitment and parties which together form a good team. By bringing in its ERP knowledge and experience, VDVL can strengthen your own project organization. As extension to your organization, VDVL keeps the ERP suppliers and implementation partners focused. In this way, we prevent projects falling into traps. You thus remain in control, and your business objectives are realized.



Roles in ERP projects often filled by VDVL are:

- Project/change management for ERP implementation projects; focus not only on achieving immediate project results, but also on preparation of the necessary changes in the user organization and way of working
- (ERP) Solution architect: as conceptual designer right up to blueprint, as guide and advisor to the project members right up to going live, including integration with existing applications and/or legacy.





## VDVL approach

To begin with, an ERP implementation is a project changing organization- and business processes, and not just an ICT project. Our approach is characterized by:

- ❑ Project management based on existing methodology such as ASAP, supplemented by recognized quality management methods (Extended ISO 9216, ITIL, COBIT)
- ❑ Management of change, clearly indicating the changes the implementation will entail and what way these changes will contribute to the business objectives
- ❑ End-to-end process- and information-oriented approach rather than department- or function-oriented approach
- ❑ Assessment of all important project deliverables, both project management-related and content-related. We not only say what is not good, we also say how it can be improved.
- ❑ Much emphasis on guidance of key users and other project members in your organization, user testing and acceptance of the software and associated processes.

VDVL works just like ERP processes: integrally, and oriented towards cooperation with all those involved in the project.

## References

VDVL has already been a dependable partner in ERP projects for nearly fifteen years. A selection of the results achieved:

- ❑ Operational audits on introduction of SAP and other systems at large mobile operator.
- ❑ Quality Assurance in SAP implementation at international telecom service provider.
- ❑ Control of sales funnel of large Telecom sales organization using Baan Front Office.
- ❑ Project management of SAP implementations at mobile and fixed telecom operators.
- ❑ Integration of SAP and Oracle Financials at fixed and mobile telecom operator for logistical and financial processes.
- ❑ Architect and supervisor for SAP introduction in roll-out of GSM network at mobile operator.
- ❑ Selection and implementation of ERP package at cable operator.

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