

# ERP/Business Process Reconciliation Case Study

**An ERP implementation pilot uncovered a gap between the ERP and Business process methods. Read on to find out how a Monda Consulting designed and Faciltated Business Process Analysis Workshop was used to reconcile the Business Processes with the ERP process resulting in improved ERP implementation**



# ERP/Business Process Reconciliation Project



## Business Issues

- Initial ERP Go-Live results in serious process issues
- Business has difficulty running the ERP process
- Poor match between ERP and Business processes
- Multiple ERP Roll-outs planned in coming year

## Goals

- Avoid Business and ERP process clashes
- Reduce critical Go-Live issues
- Increase business readiness for ERP utilization
- Get more efficient with each ERP rollout

## Implementation

- Team Leads participate in Action Plan Kick-off
- Weekly Status meetings to track action completion
- Work with business leaders to better understand which Business Process changes accommodate the new ERP process
- Communicate Business Process Changes to process workers
- Post ERP implementation Review for continual improvement

## Approach

- Gain strong sponsor support
- Key players from ERP and Business Team engaged
- 2-day Workshop to reconcile ERP/Business Processes
  - Map Business process current state
  - Compare to ERP (future state) process
  - Identify and prioritize Business Process changes needed to operate the ERP process
  - Create Action plan to achieve changes
  - Sponsor read-out and commitment to action plan

## Results

- Critical implementation issues minimized
- Avoided Business Process shut-downs
- Business Process workers better understand and execute new roles
- Increased cooperation and quick problem resolution between ERP team and Business Team
- ERP/Business Process Reconciliation becomes a standard aspect of ERP roll-outs