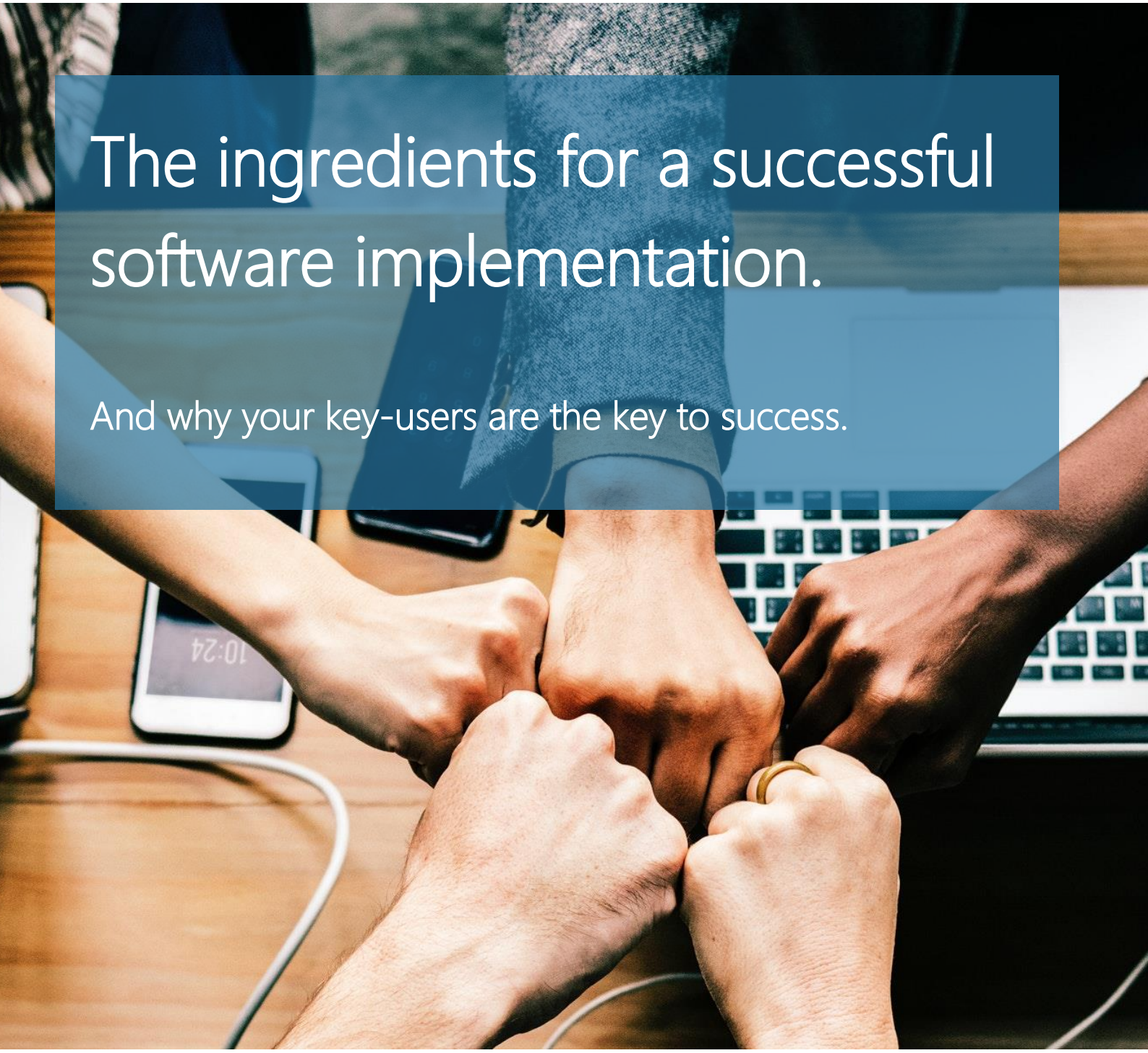
Boltrics
WITHOUT A DOUBT



The ingredients for a successful software implementation.

And why your key-users are the key to success.

The start of a smooth implementation

Everything runs smoothly: lead times are shortened, SLAs are fulfilled, margins are increased and customers overload you with compliments. It is the dream of every logistic service provider. But how can you make this dream reality? How do you streamline your business and logistics processes without having to worry about them? And how do you prevent your implementation from becoming a costly waste of euros, resources and time?

A guideline for a smooth selection process

It all starts with a well-considered selection process. From start to finish - including the involvement of the necessary stakeholders.

Determine your strategy and objectives

Which problem should be solved? What requirements and wishes does your organization have? Put together your strategy and goals based on this information.

List the necessary functionalities

Map the required functionalities you need to achieve your strategy and objectives. Categorize the 'need to have' and the 'nice to have' to map out your ideal solution.

Future-proof

Select a solution that fits your processes - now and in the future. In doing so, consider whether you want to develop your own solution (or have it developed) or opt for a best practice standard solution - with room for continuous further development.

Gain acceptance and support

Involve and train your colleagues for internal support. Let them think about the required functionalities. In this way, you create involvement in the organization around the adoption of the new solution and working method.

Planning

Avoid unnecessary loss of time and extra costs with a well-thought-through implementation process - including interim evaluation moments. In addition, avoid surprises afterward. Discuss in advance what is delivered and what the corresponding costs are.



We've made a choice, now what?

The objectives are clear, a suitable software solution has been found and it just clicked immediately with the supplier. You are convinced that this solution can support your needs and you'll be safe for the coming years. That was step 1. Now it's time for the next step; the implementation. Where do you start and where do you have to pay attention to? After all, you want to avoid having to stop the introduction of your new system after a long-term project and a hefty investment in euros, as Lidl decided in July 2018. Fortunately, you are largely in control. Because practice shows that the key to success lies within the cooperation between your organization and your supplier. It is this collaboration that ultimately determines the course and success of your software investment.

Your key user *is* the key

To be successful, the right people need to be appointed. Or even better: need to step forward. The key users are therefore the main players in the overall process. They determine the success of the project. How do you know who the right key users are? As a general principle: if the time spent on implementation of the key users does not hurt the current operation, then they are not the right key users.

To achieve this success, a proper mindset and a healthy dose of enthusiasm are required – complemented with knowledge of the process. For the key user, it is of importance that internal conditions are properly arranged. The most successful implementations were the ones where the key users were made free of his 'regular' work, there was project space available that supported seclusion and focus, and the key users had the mandate to make choices during the process. In other words: full support from the organization to make the project a success.



Start with the end in mind

The basis of the success is already laid and determined in the preliminary phase. The overall scope is drawn up as simple and narrow as possible. Small steps leading to a great result. Here, the preconditions are of course important key elements.

Start with the end in mind en and set the go-live date in advance. Setting a deadline requires focus. After all, you and your software supplier have the same end goal. This goal is achieved through a number of milestones in the process – in which both stakeholders and the project team are present. Over the years we have developed a project method that has already proven its success with over 100 implementations.

The steps for a successful go live

WORKSHOP

The consultant visits you to discuss the business processes of the organization. "Templates" can help you easily fill in your company-specific requirements.

PRE-INSTALLATION

Based on your input during the workshop, the consultant takes care of the pre-installation of the system. In doing so, he performs a first conversion of the master data. Does your organization also use EDI messages? Then he will also add a copy of the EDI streams at this stage.

SIMULATION 1

During the simulation, a consultant provides a demo – based on your input combined with best practices – showing how the work processes are organized within the solution. Clear agreements must be made – within which the implementation can take place.

Do you notice resistance to change during the implementation process? Rest assured, it is a natural reaction of the human brain. But it is proven by practice to be one of the most important causes for failing an implementation process. That is why we support you during the implementation process, how you can deal with any resistance so that you can continue to focus on the primary process.

SIMULATION 2

In contrast to simulation 1 - where the consultant showed the process - the key users will demonstrate during simulation 2 whether they have sufficient skills and processes are correctly supported within the software.

GO LIVE

Under the guidance of a consultant, the various steps towards a controlled Go Live are warranted.

DELIVERY

After going live, the consultant will make an inventory of points of improvement.

The secret ingredient to success: testing

"Quality is the exclusion of coincidence", a famous statement by Dutch football manager Louis van Gaal. Not only applicable to sport but also an important management lesson for many projects. Still, many organizations are struggling with this necessary project step.

> "Quality is the exclusion of coincidence"
> *Louis van Gaal*

In daily operation, it appears that the test phase of a software solution is often seen as the closing item of a project, or is utilized to compensate for any delay that occurred during the implementation. At the same time, it is difficult to quantify the investment in terms of time and money and to prove the added value.

When implementing a custom software solution, an extensive testing phase is crucial. All functionalities are tailor-made to your business specific needs. Does this imply that standard software does not have to be tested? Not really. Because whether we're talking about an implementation or upgrade: to optimize the software it must be tested thoroughly. However, it involves a different effort than with a custom-made solution.

Fine-tune where necessary

Ultimately, it is about fine-tuning the software with the needs and processes of your organization. Since key users are familiar with the internal processes of the organization, they play an elementary (key) role in the success of the solution. With the team, they remain responsible for the process.

There are countless theories and methods available – with their own pros and cons – for a successful test phase. But always comes down to the knowledge and expertise of the key user. They are aware of the process, know where data is being used and understand what happens in the "background" of the system. But also what consequences a minor change may bring along may, which other processes may be interfering and the tips and tricks to correct errors and imperfections. It brings a lot of advantages to carefully test during software implementations, upgrades, optimizations or support and make sure you are working with capable key users.

Prevent multitasking

Many people love to believe that they're able to multitask. But according to science, our brains aren't designed to focus on more than one thing at a time. And bombarding them with information will only slow them down.

As Professor of Psychology Paul A. Kirschner of Open University in Heerlen expressed it so nicely in an interview with Quest: "The chance that you are able to multitask is as big as you can sprint a hundred meters within nine seconds: A normal person can't do that."

Still not convinced that multitasking doesn't work for you? Then do the test at Lab in the Wild.

During an implementation, continuously try to focus on ensuring that you create processes that add the most value to your business. Therefore, always ask yourself the questions:

- Are we working on the right things?
- Should we be focussing on these items right now?
- Are we challenging ourselves for things we need right now or for items that "might be useful in the future"?
- And are we working on topics we can finish and accomplish?

6 tips for a successful implementation

1. **Invest in knowledge.** Create independence by building and maintaining application knowledge internally and keep it up to date.
2. **Test and check.** The software vendor has a lot of knowledge and experience about the application and industry. However, always check and test what it suggests – not everything is directly applicable to your organization.
3. **Dare to change.** Many processes arise from the (un)possibilities of previous applications or previous versions. Be open to the possibilities of new applications or upgrades.
4. **Involve colleagues.** By training your colleagues as key users, you create the possibility to test processes thoroughly and detect errors faster. In addition, this "train-the-trainer" concept stimulates a better acceptance of the software within the organization.
5. **Plan your campaign.** Avoid unnecessary loss of time and additional costs with a well thought-out implementation or upgrading process – including evaluation during the process.
6. **Prevent surprises.** Look for the edges and exceptions of the software, and look beyond the 'happy-flow'.

Your partner for success

Boltrics is an expert in logistics with a proven track record. We help small and large logistics service providers to transform their processes with the right (software) tools. We are specialized in 3PL and cold store logistics and are ready to help you take the next step towards success. We unburden you during the implementation, upgrades, and maintenance of your solution – without any hassle. So that you can concentrate on what is most important to your company.

Get started today

- Learn more about the branch solution for logistics service providers at www.boltrics.nl.
- Discover the possibilities for your company and request a demo.

Our solution

Knowing that logistics service providers independently try to reinvent the wheel, inspired Boltrics to develop a branch standard. One solution that the entire branch puts its weight behind. A proven standard, always state-of-the-art solution – thanks to the development power of Microsoft Dynamics 365 Business Central. Fast, lean and decisively implemented by Boltrics, exactly according to plan. Without time-consuming customization.

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