

Aptean Food & Beverage ERP

# A Thorough Adoption Process is Crucial for a **Successful ERP Implementation**





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Has your food business settled with “good enough,” keeping around old pen-and-paper record keeping and outdated legacy systems for years past their usefulness? If that’s the case, you may not know what you’re missing.

An industry-specific, fully integrated enterprise resource planning (ERP) solution can radically transform a company’s operations in a number of positive ways. More efficient processes, smarter and faster decision-making, greater reliability, fewer errors and total visibility—it could all be at your fingertips.

Of course, it’s not so simple as picking the right product off the shelf and installing the new system. If your business is ready to take this massive step forward, though, it’s worth doing—and it’s critical that you do it right.

## Turning Skepticism to Optimism

For a project as large and far-reaching as implementing an ERP solution, you’ll need all of your employees to buy in on the idea and approach the process with enthusiasm. You’ll also need to educate them on the new system and encourage them to take ownership of their role in what will be a huge collaborative effort.


Let’s look at the nine most important steps to take:

## 1. Choose an ERP vendor with a cultural match

Not all ERP vendors are created equal—far from it, in fact. As you're shopping around, ask yourself: "Does this company 'get' us? Do they 'speak our language'?" You're going to want to be able to answer those questions with a firm "yes," because you and your employees will be interacting with this vendor on a near-daily basis.

## 2. Involve management in the adoption process

Members of your management team will be among the most important individuals for the success of this undertaking. They might not be doing all the work themselves, nor will they always be the end-users of the new system, but they need to be united in their mission and convey that ambition to the rest of your employees.




Create a step-by-step process, let everyone know who they should go to with questions, and **encourage an interactive learning experience.**

## 3. Form a project team with key users

This won't be a project that you can leave to the IT department. Everyone will be involved, but you need a team dedicated to this project alone so that individuals feel accountable and responsible for the outcomes. It's best if the team is made up of folks from various departments—and better still if you can choose someone with a fresh perspective to lead the group.

## 4. Reserve enough resources

You know this implementation will take time and money—but have you thought about what other resources will be necessary? Make sure everyone has the support they need, including someone to go to when they have questions. And if critical employees are getting taken off tasks to contribute to the project, involve others to cover for them so your business doesn't miss a beat.



The best ERP software is designed to be customizable and scale with your business, and you'll want to take advantage of those features.



## 5. Communicate the change from start to finish

A company-wide deployment of a brand new system is not something you want to spring on anyone. Before you've even made your purchase decision, everyone should know the mission and the purpose behind it. Hedge on the side of over-communicating as the process progresses. If your employees are able to meet in person, that's ideal for big updates—but email and video calls can also serve to keep everyone up to speed.

## 6. Detailed training and personalized work instructions

What comes with the introduction of new software? Training. It should be comprehensive, but also personalized—your employees will need to know what functions and interfaces they'll work with most frequently so they can focus their attention. Do not, however, overwhelm your people by dumping the whole user manual in their inbox. Create a step-by-step process, let everyone know who they should go to with questions, and encourage an interactive learning experience.

## 7. Celebrate the successes, even the small ones

Gathering together in-person is a great way to mark the milestones along the path of implementation. That's not always possible in today's world, though, so schedule regular virtual events to get together and have a little fun along the way to your ERP solution's successful installation.

## 8. Don't stop developing after the handover

Think you can wipe your hands clean after delivery and everyone will march along with no setbacks or suggestions for improvement? Think again. The best ERP software is designed to be customizable and scale with your business, and you'll want to take advantage of those features. As with the implementation, there should be a team dedicated to assessing what's going right and what could be improved so that you can take advantage of everything your new system has to offer, including artificial intelligence capabilities and data visualizations.

## 9. Be flexible

Putting an ERP solution in place is a long road, and it's sometimes bumpy one, too. Both your business and your vendor will need to approach it with an open mind. Stay nimble. Be patient. Remind your team that they're all in this together, and their collective power will help win the day.



## Are You Ready to Learn More?

Reach out to us to hear about the game-changing Apteian Food & Beverage ERP and just what it can do for you.

Contact us at [info@apteian.com](mailto:info@apteian.com) or visit [www.apteian.com](http://www.apteian.com).



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