

# **VELCOM**

*Exceed Expectation*



## **ERP POST IMPLEMENTATION AUDIT**

VELCOM's Enterprise Business Solutions (ERP / SCM / CRM / BI) extensive experience of more than 2000 person months enables successful Product / Vendor Selection & Project Implementation for its customers.

VELCOM provides Leadership & Guidance to Minimize project risks, Step up implementation progress and Increase the success & value of the customer ERP project initiatives.

VELCOM primarily focus on mid size organizations across industries and helps its clients manage every aspect of their ERP Initiative, from strategic planning to day-to-day operations.

VELCOM achieve this through our "Generate more value from the existing IT infrastructure" strategy, which is built on our expertise in ERP consulting & technology and industry knowledge.

VELCOM serves as advisors exercising trusted responsibility to its customers.



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# ERP POST IMPLEMENTATION AUDIT

ERP Post-Implementation Audit (PIA) is done after completion of the ERP Implementation Project. This would help organization to realize the complete benefits from its ERP Investment.

PIA purpose is to evaluate whether project objectives were met, to determine how effectively the project was run, to learn lessons for the future, and to ensure that the organization gets maximum possible benefit from the project. A forward-looking audit can discover many tips and strategies for improvement. PIA should be conducted after the ERP system has reached a relative stage of maturity, and once business process change caused by the ERP truly takes effect on the organization. PIA would assist organization to effect needed changes in organizational plans & processes and realize potential operational & strategic benefits.

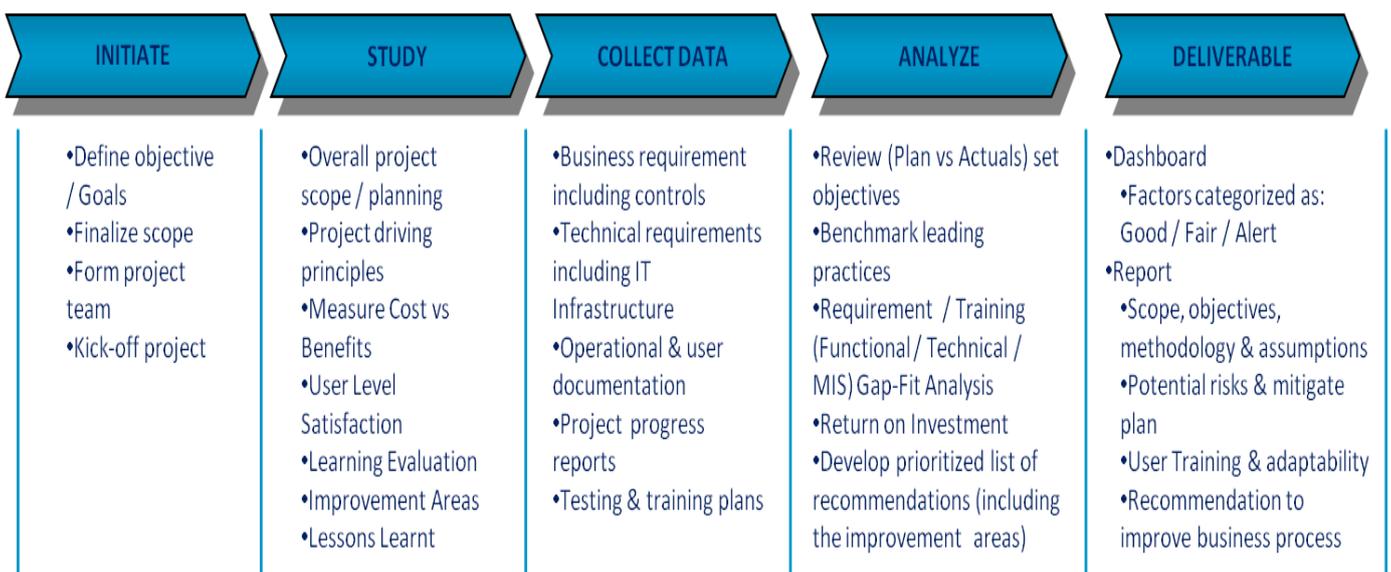
In case of an initial ERP project failure, an important role of PIA is to redefine and/or limit the scope of the ERP project, and promote learning & system acceptance through user training and stakeholder commitment to the ERP project. Weaknesses identified during the audit, due to lack of controls, poor implementation processes, non-mitigation of associated risks to acceptable levels, should be brought to the attention of the concerned responsible for corrective action.

Follow up activity after PIA can be categorized into following stages:

- ◆ Steps to overcome productivity downside by redefining jobs / roles, establishing new practices, fine-tuning ERP system, and owning of the new information series created by ERP.
- ◆ ERP functionality enhancements involve skills development, structural changes, process integration and add-ons
- ◆ Involve business transformation, where the synergies of people, processes, and technology can reach their peak.

Audit outcomes would then be used to resolve problems in these stages and push the organization upwards to realize additional system benefits.

## PROJECT METHODOLOGY



## ERP POST IMPLEMENTATION AUDIT COMPONENTS

### OVERALL SCOPE & PLANNING

- 1) Review the project charter to evaluate how closely the project results match the original objectives.
- 2) Evaluate system (Functional, Technical, Statutory & MIS) Fitment to the Organization Present & Future Business Requirements
- 3) Review the expected deliverable (including documentation) & its quality

### DRIVING PRINCIPLES

- 1) Review (Plan vs Achievement) of the set objectives
- 2) Understand the organization process efficiencies improvements
- 3) Are the necessary controls & systems in place

### COSTS & BENEFITS

- 1) Actual costs compared to budgeted costs
- 2) Actual benefits compared to budgeted benefits
- 3) Return on investment
- 4) Actual savings compared to budgeted savings

### USER LEVEL SATISFACTION

- 1) Overall user satisfaction & understanding of the new system
- 2) Meet end user requirements
- 3) Project sponsor satisfaction

### LEARNING EVALUATION

- 1) Review user learning (Knowledge, Ease of use) & interest levels in system and institute corrective mechanism
- 2) Define right training plan to optimize the business benefits of ERP
- 3) Evaluate knowledge transfer among implementation teams

### IMPROVEMENT AREAS

- 1) Have all of the expected benefits been achieved
- 2) Identify opportunities to improve the business process to be more effective & efficient
- 3) How to deliver even more value through further changes

### LESSONS LEARNT

- 1) How well the projects deliverables, costs & benefits assessed
- 2) What went well & needs to be learned from
- 3) What went wrong & how to avoid them next time