

Technology Solutions and Selections—Where to Start

August 15, 2024

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Session CPE Requirements

- You need to attend 50 minutes to receive the full one CPE credit.
- There will be four knowledge check questions throughout the presentation. You must respond to a minimum of three to receive the full one CPE credit.

Both requirements must be met to receive CPE credit





Learning Objectives



Identify the need for a technology change and evaluate and prioritize your options



Recognize how to make the most of what you have, and how to manage a selection and implementation process Recall the credible frameworks for how to advocate for technology and data modernization in your organization





Today's Presenters







Mitchell Turnbow

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Director, Systems Selection Leader Arlington, VA (703) 825-2130 bart.hawley@CLAconnect.com









Who is CLA? How do you know? Software system solutions and selection Revisit frameworks for internal advocacy Open Q&A How to connect with us









Curious, Collaborative, Transparent, Inclusive, Reliable



Knowledge Check

Are you using spreadsheets to produce financial reporting packages?

Yes

No







How Do You Know?



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Digital Helps Businesses in Three Ways







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\bigcirc Minimal online presence with outdated websites.

Maturity Curve

Reliance on manual processes for fundraising, donor management.

Training Wheels

(Ad Hoc)

- Donor and volunteer information is stored in disparate systems or spreadsheets.
- online donation platforms and email marketing.

engagement.

better content

experience.

Basic systems to manage donor information and

Learning to Ride

(Basic)

Upgraded website with

management and user

- Basic implementation of
- Coordinated digital marketing campaigns.

Centralized database for

donors, volunteers, and

beneficiaries, allowing

and reporting.

better data management

Mobile-friendly website

and to enhance user

engagement and

accessibility.

- \bigcirc
- - Development and execution of a comprehensive digital strategy aligned with organizational goals.

-0

- Utilization of advanced systems and data to drive personalized engagement and measure effectiveness.
- Use of digital platforms to deliver programs and services, increasing reach and impact.

Implementation of automation tools and AI for tasks such as personalized donor communications. predictive analytics for fundraising, and operational efficiencies.

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Seamless integration of various digital channels (social media, email, SMS. etc.) for consistent and engaging communication with

stakeholders.

Recognition as a leader in digital transformation within the non-profit sector, setting benchmarks for others.

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- Regular introduction of cutting-edge technologies and practices to enhance program delivery and stakeholder engagement.
- Advanced use of data analytics and insights to drive strategic decisions and improve outcomes for beneficiaries and the organization.

Coasting (Opportunistic)

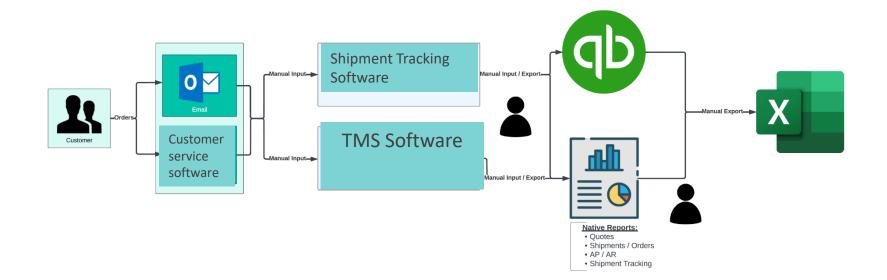
Pedaling Steady (Strategic)

Gaining Speed (Advanced)

Out in Front (Market Leader)



Automating Workflow to Increase Efficiency (Current State)

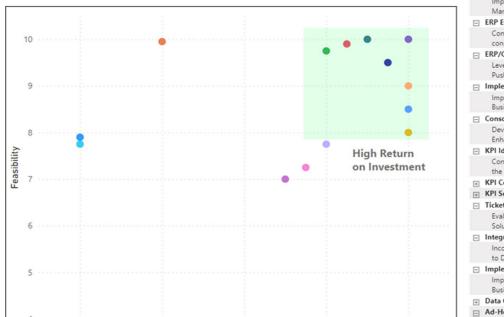






Begin to Build Your Digital Roadmap

Use-Case Prioritization Matrix

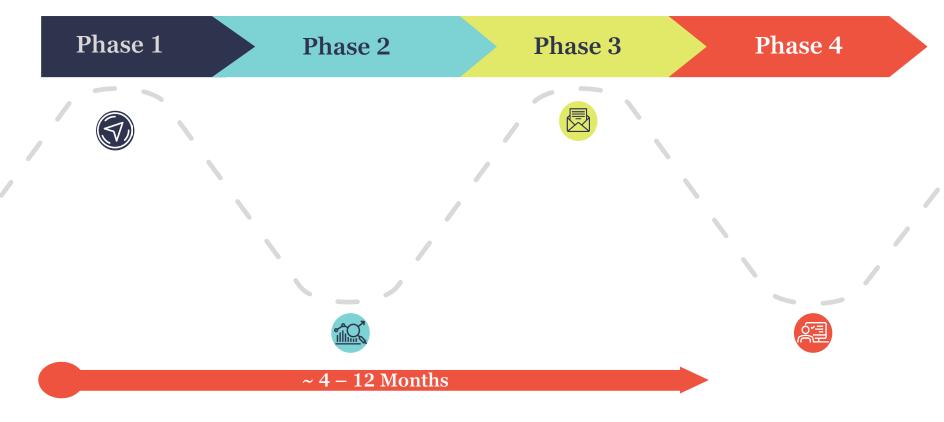


6.00	0 10.00	7.00	10.00	All		\sim
Use	-Case Name/Description				Value	Feasibility
8	Create Automated Work Implement Automated Management & Existing	Workflows to bring		utomation to Database	10.00	8.50
Ξ	ERP Evaluation & Select	ion				
	Conduct deep-dive eva consolidating disparate				10.00	10.00
	ERP/CRM Optimization					
	Leverage newly selecter Pushing Data to Suppo			Out Applications Pulling or	10.00	9.00
Ξ	Implement ERP Solution	1				
	Implement & Customiz Business Processes	e Selected ERP Sol	ution to Support /	Facilitate Whitetails Unlimited's	10.00	8.00
Ξ	Consolidated BI / Repor	ting Developmen	t			
	Develop Custom Dashb Enhance Speed to Infor		ights to Serve the I	Needs of the Business and	9.75	9.50
Ξ	KPI Identification					
	Conduct an Exercise / E the Success of the Busi) to Brainstorm, Ide	entify and Prioritize KPIs Critical to	9.50	10.00
Ŧ	KPI Consolidation				9.25	9.90
Ð	KPI Segmentation				9.00	9.75
Ξ	Ticketing Solution Revie	w, Evaluation &	Selection			
	Evaluate Potential Off-t Solution	he-Shelf Solutions	vs. Custom Applica	ation Build for a Digital Ticketing	9.00	7.75
Ξ	Integrate Digital Ticketi	ng Solution w/ Ex	cisting Data Mode	Is & Reporting Infrastructure		
	Incorporate Data From to Derive Insights & KP		olution Into Existin	g Data Models / Reporting Tools	8.75	7.2
Ξ	Implement Digital Ticke	ting Solution				
	Implement & Customiz Business Processes / At			to Further Enhance Efficiency of	8.50	7.00
Ŧ	Data Calendar				7.00	9.95
E	Ad-Hoc Reporting					





Roadmap and Go-forward Plan







Knowledge Check

How well do you believe your current tools and technologies support your Digital efforts?

- Exceptionally well
- Adequately for most tasks
- Inadequately, we need better tools







Software System Solutions and Selection



Are You Hearing These Questions?







Are You Encountering These Issues?

- Manual accounts payable process
- Large chart of account structure
- Manual reporting
- Lengthy close process
- Numerous excel spreadsheets
- Inconsistent workflows
- Lack of staff skill set

- Not using all the modules
- Reports not meaningful
- Manual budgeting process
- Complicated accrual process
- Unreconciled systems
- Departments are disconnected
- Manual payment process





Assessing Your System Needs

What are the primary pain points?	Is reporting accurate and timely?	Are workflows and approvals manual?	Are significant workarounds or spreadsheets required to accommodate system limitations?
What operational areas will be included in the assessment?	What systems are used and how well are they supporting the operation?	What would you like to accomplish through this process?	Should you enhance the current systems (ERP, CRM, HRIS, etc.)?
Should you explore potential replacement solutions (ERP, CRM, HRIS, etc.)?	What is the timeframe in which would like to accomplish this project?	What is the right system and who is the right vendor?	What is your budget?







How will you *choose*?



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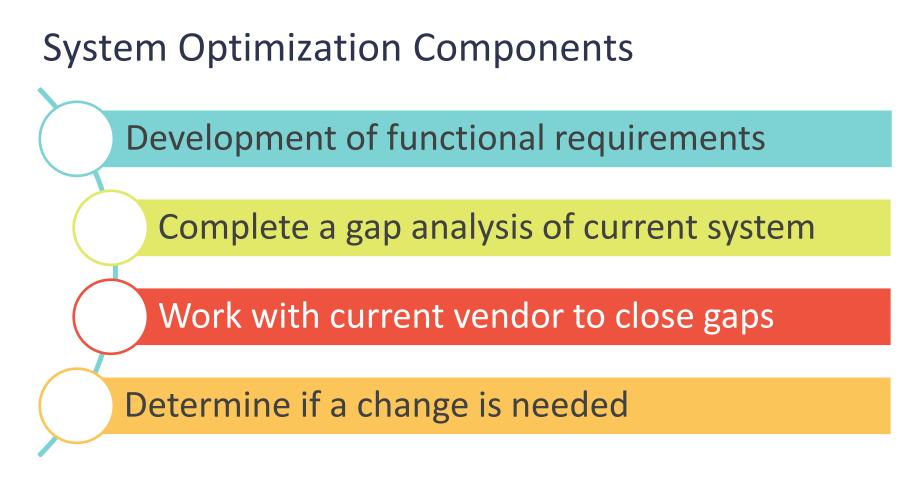




Systems Optimization



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Functional Requirements

- Workshop key processes to determine functional requirements (AP, AR, GL, fixed assets, close, etc.)
- *Rank* functional requirements
 - Show stopper
 - o Required
 - o Desired
 - o Optional
- *Rank the functionality* of each system requirement
 - Working as desired
 - Partially working
 - Not currently working/used

Process	_ 1		Functional Requirements	Clier Mand		Curre	nt Funtionality			
/ Reporting			riews specific to each user ID that indude data from multiple functional areas	S - Show S			king as desired			
/ Reporting			ole or function that are selected by the user(s)	R - Requ			king as desired			
/ Reporting			d reports with the option of consolidation determined by the user(s)	D - Des			king as desired			
/ Reporting			e., company, division, department, etc.)						king as desired	
/ Reporting			/or pull in data from other systems for processing	D - Desi			rtially working	_		
/ Reporting egrate / Required Module	Alerts and notific		nairty p or integrate with software outside ERP ecosystem	D-Des D-Des			rtially working king as desired	_		
egrate / Required Module	Automated work			D-Des			king as desired			
egrate / Required Module			S and/or 3rd party provider	0 - Opti			ntly in use (at dient			
egrate / Required Module			puse/inventory management	R-Requ			king as desired	·		
insactions			is transactions throughout the system	R-Regu	ired	Wor	king as desired			
insactions	Ability to attach d	documents an	d files to transactions	S - Show S	topper		ntly in use (at dient	3		
er Access / Controls	Ability to generat	te critical alert	notifications	D-Desi	ired	Wor	king as desired			
er Access / Controls	Ability to generat	te security & a	ccess r eports	R-Requ	ired	Wor	king as desired			
er Access ,	ocess		Functional Requirements			lient Indate 💌	Current Fur	ntionality		
Manufacturing	& Assembly	Ability to asso	ciate labor time/overhead to production order		D -	Desired	Working as	desired		
er Access Manufacturing	& Assembly	Ability to rece	ive and track materials by SKU (raw material) thru production process		R - F	equired	Partially w	vorking		
Manufacturing	& Assembly	Ability to main	tain bill of material (BOM) management thru production process		R - F	equired	Partially w	vorking		
Manufacturing	& Assembly	Ability to main	ntain sales demand forecasting information		S - Sho	w Stopper	Working as	desired		
Manufacturing	& Assembly	Ability to main	ntain promotion planning information		R - F	lequired	Working as	desired		
Manufacturing			ntain inventory scheduling information		D -	Desired	Not currently in	use (at client)		
Manufacturing	& Assembly	Ability to main	ntain raw material certifications (certified shipments or vendors or both)		R - F	lequired	Working as	desired		
Manufacturing			ntain anti-counterfeit labels			Optional	Partially w			
Manufacturing	& Assembly	Ability to main	ntain multiple locations		R - F	equired	Working as	desired		
Manufacturi Manufacturi Manufacturi	Process	s 🗊	Functional Requirements			- -	Client Mandate 💌	Current Funtionality		
Work Order Int Work Order	egration		Ability to integrate with Salesforce to enable a holistic view of customer information, access customer data, history, and preferences to provide personalized and targeted			ns to	S - Show Stopper	Working as desired		
Work Order Int Work Order	egration		Ability to support the synchronization of pricing and promotions across various sales consistent pricing and promotions	channels, e	nsuring		S - Show Stopper	Working as desired		
Work Order Int	egration		Ability to integrate with different payment gateways and processors to enable smoot transactions, providing customers with a seamless purchasing experience	n and secur	e online	2	S - Show Stopper	Working as desired		
Int	egration		Ability to integrate with customer support tools or helpdesk systems, enabling sales to customer inquiries, complaints, or requests	eams to cap	oture an	d track	R - Required	Working as desired		
On	der Entry		Ability to allow sales of both stock and custom items on a single sales order				R - Required	Working as desired		
Or	der Entry		Ability to prompt whether an item is "Stock" or "Custom" at the point of sales order e	ntry			D - Desired	Partially working		
Or	der Entry		Ability to an establish an anticipated ship date on a Sales Order				R - Required	Partially working		
Or	der Entry		Ability to enter freight or other charges at line level and sales order total level				R - Required	Partially working		
Or	der Entry		Ability to fulfill lines from multiple warehouses on same sales order				D - Desired	Working as desired		
Or	der Entry		Ability to have multiple ship to's on same sales order				D - Desired	Working as desired		
Or	der Entry		Ability to reference customer PO and quote to sales order				R - Required	ot currently in use (at client		
Or	der Entry		Ability to enter inventory and non-inventory sales order lines				D - Desired	ot currently in use (at client		
Or	der Information		Ability to automatically "resync" ship date and lead time dependent upon when a cus and when an order is released by credit department	tomer payr	nent is i	received	D - Desired	Working as desired		
Or	der Information		Ability to omit or include information from order acknowledgment form		_		R - Required	Working as desired		
Or	der Information		Ability to add notes to Sales Order and Work Order				R - Required	Partially working		
Re	porting		Ability to email sales order acknowledgments				R - Required	Working as desired		





Functional Alignment and GAP Analysis

BI / Re

BI / Re

BI / Re BI / Re

User A User A User A User A User A

- Work with systems vendor on each function requirement to *determine the "gaps"*
- Understand where the vendor can close the "gaps" by...
 - Systems upgrades
 - New features and functionality
 - Al integration
 - Additional modules
- Understand where the vendor *cannot close the "gaps"*
 - System no longer supported
 - Cost prohibited to upgrade
 - May be time to investigate replacement system

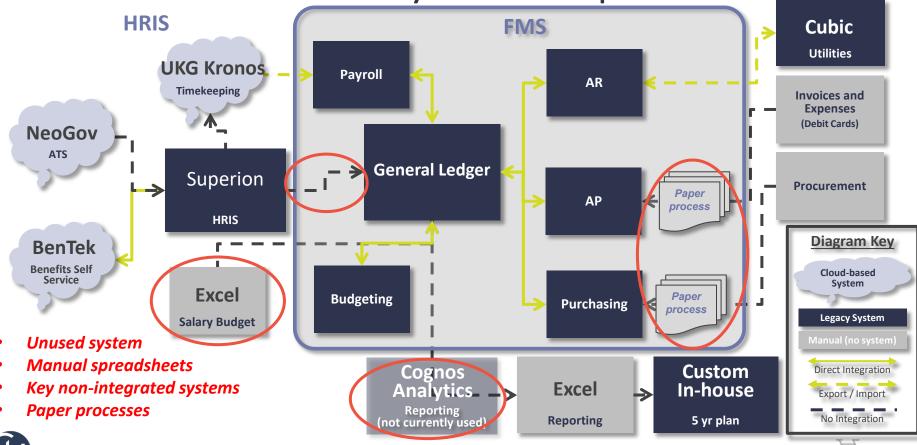
					-					
Pro	ocess	JT		Functional Requirements	Current	Funtionality			Details	
Reporting		Ability to establ functional area		iews specific to each user ID that include data from multiple	Workin	g as desired	Medius AP Automa reporting functions	ation (APA) cann can be used to c	tot generate 1099's. However, the built-in collate the required information.	
leporting		Ability to generate	ate reports by r	ole or function that are selected by the user(s)	Workin	g as desired	based involces, lin	e items are conr	to GL and departments is supported. For PO- rected to the relevant PO lines item information matically applies the appropriate GL coding for	
Reporting		Ability to generative	ate consolidate	reports with the option of consolidation determined by the	Workin	g as desired	and Non-PO invoid	es prior to paym	approval workflows that can address both PO ent. These capabilities include advanced to exception processing	
Reporting		Capability for m	nultiple entity (i.	e., company, division, department, etc.)	Workin	g as desired			against an outstanding invoice within Medius	
Reporting		Ability to sched	ule reports and	/or pull in data from other systems for processing	Partia	lly working	Invoices can be he that invoice should		introl stage and/or invalidated with a note to flag	
Reporting		Alerts and notif	ications functio	nality	Partial	lly working	Automated approv configurations and	al workflows are invoice processi	provided as standard. This includes advanced ing capabilities that can create workflows to nove invoices on hold; add due date and	
rate / Rec	quired Module	Ability to impor	t from/export t	o or integrate with software outside ERP ecosystem	Workin	g as desired	Additional approva authorized user lev	el. For example,	to a transaction at the administrator and an authorized user/approver can assign, juests to alternative users. During the approval	
rate / Re	Pr	ocess	T	Functional Requirements	-	Current Fu	ntionality		Detail	
rate / Re	Manufacturing	& Assembly	Ability to asso	tiate labor time/overhead to production order		Working as	desired	Invoices can be that invoice sho	e held at the Post Control stage and/or invalidated with a not wild not be paid	e to flag
rate / Re sactions	Manufacturing	& Assembly	Ability to recei	ve and track materials by SKU (raw material) thru production pro	ocess	Partially v	vorking	Automated app configurations	proval workflows are provided as standard. This includes adv and invoice processing capabilities that can create workflow ments; place and remove invoices on hold; add due date and	is to
	Manufacturing		Ability to main	tain bill of material (BOM) management thru production process	5	Partially v	-	authorized user reassign and d	rovals can be added to a transaction at the administrator and r level. For example, an authorized user/approver can assign elegate approval requests to alternative users. During the ap	3, oproval
Access /	Manufacturing	& Assembly	Ability to main	tain sales demand forecasting information		Working as	s desired	is provided to t	ported unless the PO is created in Medius. As standard, a U he target ERP that points to the archived document in Mediu nd history. If required, it is possible to provide the image and ST API	is APA
	Manufacturing	& Assembly	Ability to main	tain promotion planning information		Working as	s desired	This is currently	y not supported. Medius would like further information here to	1.0y
Access /	Manufacturing	& Assembly	Ability to main	tain inventory scheduling information		Not currently in	use (at client)	Information rela	ting to involces and payments held with Medius APA can be reported upon utilizing the built-in search and reporting function	2
Access /	Manufacturing	& Assembly	Ability to main	tain raw material certifications (certified shipments or vendors o	r both)	Working as	s desired	Medius AP Aut	lomation (APA) cannot generate 1099's. However, the built- ions can be used to collate the required information.	n
Access / Access /	Manufacturing	& Assembly	Ability to main	tain anti-counterfeit labels		Partially v	vorking	The ability to ch based involces	harge/code invoices to GL and departments is supported. Fo , line items are connected to the relevant PO lines item infor the ERP. This automatically applies the appropriate GL coo	mation
,	Manufacturing	& Assembly	Ability to main	tain multiple locations		Working as	desired		ts can be processed against an outstanding invoice within N	Ing the approval dard, a URL link
	Manufacturing	& Assembly	Ability to main	tain BIN tracking information		Working as	desired		e held at the Post Control stage and/or invalidated with a not	
_	Manufacturing	& Assembly	Ability to main	tain multiple currencies		Working as	s desired		held at the Post Control stage and/or invalidated with a not	e to flag
	Manufacturing	& Assembly	Ability to build	, track, and update Production Schedule based on Sales Orders		Working as	s desired	that invoice sho Invoices can be	held at the Post Control stage and/or invalidated with a note	e to flag
	Work Order		Ability to link a	Work Order to a Sales Order, and generate sub job work orders		Not currently in	use (at client)	Invoices can be that invoice sho	ould not be paid. a held at the Post Control stage and/or invalidated with a not	
	Work Order		Ability to asso	iate a production work order with a BOM		Working as	s desired	Invoices can be	and not be paid. held at the Post Control stage and/or invalidated with a note puld not be paid.	e to flag
	Work Order		Ability to alloc	ate materials to job and report on material requirements by item	ı	Partially v	vorking		held at the Post Control stage and/or invalidated with a not	e to flag
	Work Order		Ability to auto	mate batching of like products within a due date range onto one	work order	Working as	s desired	Invoices can be	e held at the Post Control stage and/or invalidated with a note suld not be paid.	
	Work Order		Ability to digita	Ily generate PICK list		Working as	desired	Invoices can be	held at the Post Control stage and/or invalidated with a not ould not be paid.	e to flag
		Order Entry	-	Ability to an establish an anticipated ship date on a Sales Ord	ler		Partially	working	Partial payments can be processed against an outstand	ing involce within Medius
		Order Entry		Ability to enter freight or other charges at line level and sales	order total lev	el	Partially	working	Invoices can be held at the Post Control stage and/or inv that invoice should not be paid.	alidated with a note to flag
		Order Entry		Ability to fulfill lines from multiple warehouses on same sales	s order		Working a	s desired	Invoices can be held at the Post Control stage and/or inv that invoice should not be paid.	alidated with a note to flag
		Order Entry		Ability to have multiple ship to's on same sales order			Working a	s desired	Invoices can be held at the Post Control stage and/or inv	alidated with a note to flag
		Order Entry		Ability to reference customer PO and quote to sales order			ot currently in	use (at clien	that invoice should not be paid. Invoices can be held at the Post Control stage and/or inv that invoice should not be paid.	alidated with a note to flag
		Order Entry		Ability to enter inventory and non-inventory sales order lines			ot currently in	use (at clien	that invoice should not be paid. This is currently not supported. Medius would like further understand the requirement.	information here to fully
		Order Information	n	Ability to automatically "resync" ship date and lead time deper payment is received and when an order is released by credit		hen a customer	Working a	s desired	Information relating to invoices and payments held with M extracted and reported upon utilizing the built-in search a	
		Order Information	n	Ability to omit or include information from order acknowledge	gment form		Working a	s desired	Medius AP Automation (APA) cannot generate 1099's. reporting functions can be used to collate the required int	formation.
		Order Information	n	Ability to add notes to Sales Order and Work Order			Partially	working	Invoices can be held at the Post Control stage and/or inv that invoice should not be paid.	alidated with a note to flag
		Reporting		Ability to email sales order acknowledgments			Working a	s desired	Invoices can be held at the Post Control stage and/or inv that invoice should not be paid.	alidated with a note to flag



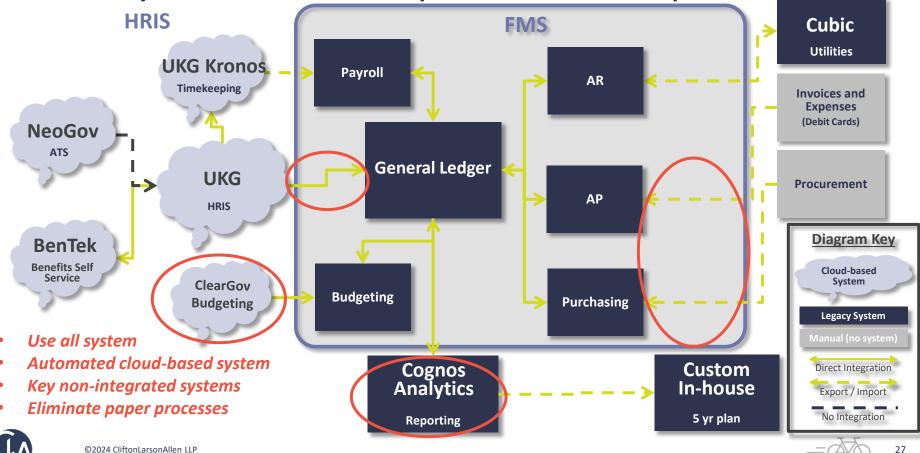


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Review Your Current Systems Map



Identify All Possible Improvements/Updates



Knowledge Check

How does your organization know it's time for a software solution change?

- Lack of automated workflows
- Delayed monthly financial reporting
 - Managers are tracking data offline
 - All the above







Systems Selection



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System Selection Components

Development of functional requirements

Vendor Request for Proposal

Manage RFP process

Development of process driven demonstration scripts

Demonstration process coordination and vendor evaluation

Contract negotiation and finalization





Functional Requirements

- Workshop *key processes* to • determine functional requirements (AP, AR, GL, fixed assets, close, etc.)
- Workshop to *focus on future desired processes* for the long-term
- Be specific and organization focused
- Don't think about a specific vendor • during this process... no matter how many "demos" you seen!
- *Rank* functional requirements
 - Show stopper
 - Required
 - Desired
 - Optional

	Process Functional Requirements		9	Client			
		T	Functional Requirements	M	andate 💌		
Integratio	n	Ability to i	egrate with Salesforce to enable a holistic view of customer information, allowing sales teams to	S - Sh	ow Stopper		
		access cus	mer data, history, and preferences to provide personalized and targeted sales efforts				
Integratio	n	Ability to s	pport the synchronization of pricing and promotions across various sales channels, ensuring	S - Sh	ow Stopper		
		consistent	ricing and promotions				
Integratio	n	Ability to i	egrate with different payment gateways and processors to enable smooth and secure online	S - Sh	ow Stopper		
		transactio	, providing customers with a seamless purchasing experience				
Integratio	n	Ability to i	egrate with customer support tools or helpdesk systems, enabling sales teams to capture and tra	ck R -	Required		
			quiries, complaints, or requests				
Order Ent			ow sales of both stock and custom items on a single sales order		Required		
Order Ent			ompt whether an item is "Stock" or "Custom" at the point of sales order entry		- Desired		
Order Ent			establish an anticipated ship date on a Sales Order		Required		
Order Ent			ter freight or other charges at line level and sales order total level		Required		
Order Ent	ry	Ability to f	fill lines from multiple warehouses on same sales order	D -	- Desired		
Order Ent	_				Clie	ent	
Order Ent	Process	↓ î	Functional Requirements	l r	Manu	date 💌	
Order Ent	BI / Reporting		ty to establish dashboard views specific to each user ID that include data from multiple function		S - Show		
	BI / Reporting		ty to establish dashodald wews specific to each user to that include data from multiple function ty to generate reports by role or function that are selected by the user(s)	didieds	R - Rec		
	BI / Reporting				D - De		
order mi	,		ty to generate consolidated reports with the option of consolidation determined by the user(s)		S - Show		
order mit	BI / Reporting		ibility for multiple entity (i.e., company, division, department, etc.) ty to schedule reports and/or pull in data from other systems for processing				
	BI / Reporting BI / Reporting		ts and notifications functionality		0 - Op D - De		
					D - De		
	Integrate / Required M Integrate / Required M		ty to import from/export to or integrate with software outside ERP ecosystem mated workflow management capability		D - De		
					0-00		
	Integrate / Required M		ability to integrate with HRIS and/or 3rd party provider				
	Integrate / Required M Transactions		ty to integrate with warehouse/inventory management		R - Rec		
	Transactions		ty to attach notes to various transactions throughout the system		R - Rec		
	User Access / Controls		ty to attach documents and files to transactions ty to generate critical alert notifications		S - Show D - De		
		AL	ty to generate critical alert notifications		D - De		
	User Acc P	rocess	Functional Requirements		_	Clie	
	User Acc User Acc User Acc		<u>, 1</u>		¥	Mand	_
	User Acc	ig & Assemb	Ability to associate labor time/overhead to production order			D - Des	
	Ivianutacturin		Ability to receive and track materials by SKU (raw material) thru production process			R - Req	
	User Acc		Ability to maintain bill of material (BOM) management thru production process			R - Req	
,	Wanutacturin		Ability to maintain sales demand forecasting information			S - Show S	
	Manufacturin					R - Req	
	Manufacturin		Ability to maintain inventory scheduling information			D - Des	
	Manufacturin					R - Req	
	Manufacturin		Ability to maintain anti-counterfeit labels			O - Opt	
	Manufacturin		Ability to maintain multiple locations			R - Req	
	Manufacturin		Ability to maintain BIN tracking information			S - Show S	
	Manufacturin		Ability to maintain multiple currencies			R - Req	
	Manufacturin	ig & Assemb	Ability to build, track, and update Production Schedule based on Sales Orders			R - Req	
	Work Order		Ability to link a Work Order to a Sales Order, and generate sub job work orders			D - Des	
	Work Order		Ability to associate a production work order with a BOM			R - Req	
	Work Order		Ability to allocate materials to job and report on material requirements by item			D - Des	
	Work Order		Ability to automate batching of like products within a due date range onto one work order			R - Req	
	Work Order	_	Ability to digitally generate PICK list	_		R - Req	uired





Request For Proposal

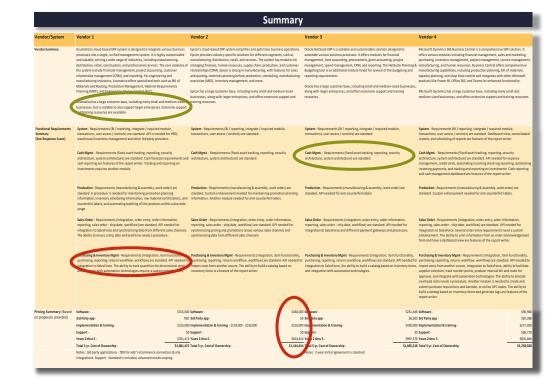
- The RFP includes...
 - Project overview and timeline
 - Organizational profile
 - Proposal instructions
 - Request for vendor profile and support information
 - Request estimated pricing...
 five-year cost of ownership
 - Request for vendor to respond to organization's specific functional requirements
 - References should be included



	Client P Overview Safetymene protessor ed	Proposal Instructions Purpose of this RFP The propose of this Report for Proposal (NFP) is to be provided of the second second second second second second registered.	endor to submit complete pricing for and understood.		n is a format
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Vendor Response – Summary

- *Summary* of vendor responses including...
 - Vendor and software description and market statistics
 - High-level functional requirements compliance summary
 - High-level five-year cost of ownership pricing summary
- Side-by-side comparison allows the organization to review the vendor responses "apples-to-apples"
- Note the key differences and questions to ask the vendors





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Vendor Response – Functional Requirements

rder Entry

rder Entry

- Vendors respond to each functional requirement reflects their *ability to meet* the systems requirements...
 - Standard
 - Additional module needed
 - Integrated application
 - Standalone application
 - Custom application or report
 - Needs a workaround
 - Not available
- This process gives the organization a *good understanding* of how the vendor meets their systems needs

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Pro	cess			Functional Requirements		ient ndate 🔽	Vend	or Respo	nse	
ation				with Salesforce to enable a holistic view of customer information, allowing sales teams to ta, history, and preferences to provide personalized and targeted sales efforts	S - Shov	w Stopper	S	- Standard		
ation				e synchronization of pricing and promotions across various sales channels, ensuring nd promotions	S - Shov	w Stopper	S	- Standard		
ation				with different payment gateways and processors to enable smooth and secure online ling customers with a seamless purchasing experience	S - Shov	w Stopper	S	- Standard		
ation				with customer support tools or helpdesk systems, enabling sales teams to capture and track complaints, or requests	R - R	equired	AM - Ad	dditional M	odule	
Entry		Ability t	o allow sale	s of both stock and custom items on a single sales order		equired	S	- Standard		
Entry		Ability t	o prompt w	hether an item is "Stock" or "Custom" at the point of sales order entry	D - D	Desired	API - I	ntegrated /	Арр	
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En En En	Process	Ţ		Functional Requirements	¥	Clier Mand		Vendo	r Response	
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En BI / Re			Ability to ger	nerate reports by role or function that are selected by the user(s)		R - Requ	ired	S - S	Standard	
IntBI / Re	porting		Ability to ger	nerate consolidated reports with the option of consolidation determined by the user(s)		D - Des	ired	S - S	Standard	
BI / Re	porting		Capability fo	r multiple entity (i.e., company, division, department, etc.)		S - Show S	topper	S - S	Standard	
IntBI / Re	porting		Ability to sch	edule reports and/or pull in data from other systems for processing		O - Opti	onal	AM - Add	itional Module	
IntBI / Re	porting		Alerts and n	otifications functionality		D - Des	ired	NW - Need	is Workaround	
tin Integra	ite / Required Mo	dule /	Ability to im	port from/export to or integrate with software outside ERP ecosystem		D - Des	ired	C - Cus	tomization	
Integra	ite / Required Mo	dule /	Automated	workflow management capability		D - Des	ired	C - Cus	tomization	
Integra	ite / Required Mo	odule	Capability to	integrate with HRIS and/or 3rd party provider		0 - Opti	onal	S - S	Standard	
Integra	ite / Required Mo	dule /	Ability to int	egrate with warehouse/inventory management		R - Requ	ired	S - S	Standard	
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Transa	ctions		Ability to att	ach documents and files to transactions		S - Show S	topper	S - S	Standard	
User A	ccess / Controls		Ability to ger	nerate critical alert notifications		D - Des	ired	S - S	standard	
User A User A User A	cce: P	rocess	Ţ	Functional Requirements		 		ient ndate 🔽	Vendor Res	ponse
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User A	cce:Manufacturin	ng & Asse	mbly	Ability to receive and track materials by SKU (raw material) thru production process			R - Re	quired	Choose	
User A	cce:Manufacturin	ng & Asse	mbly	Ability to maintain bill of material (BOM) management thru production process			R - Re	quired	API - Integrat	ed App
	Manufacturin	ng & Asse	mbly	Ability to maintain sales demand forecasting information			S - Shov	v Stopper	S - Standa	ird
	Manufacturin			Ability to maintain promotion planning information				quired	S - Standa	
	Manufacturin			Ability to maintain inventory scheduling information			D - D	esired	API - Integrat	
	Manufacturin			Ability to maintain raw material certifications (certified shipments or vendors or both)				equired	S - Standa	
	Manufacturin			Ability to maintain anti-counterfeit labels				ptional	S - Standa	
	Manufacturin			Ability to maintain multiple locations				equired	S - Standa	
	Manufacturin			Ability to maintain BIN tracking information				v Stopper	S - Standa	
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	Work Order			Ability to automate batching of like products within a due date range onto one work order	_			quired	API - Integrat	
	Work Order			Ability to digitally generate PICK list			K - Re	quired	API - Integrat	eu App



Vendor Response – Requirements Comparison

- Comparing each vendor response to each functional requirement allows organization to quantify the "best fit" vendor
- Not all vendors provide a "best fit" solution for each functional area of an organization... may consider multiple vendors across the ERP
- Comparison will assist with selecting the *short-list* of vendors for demonstrations

Pro	ocess		Functional Requireme	inte	Clie	nt	Ve	endor	Ve	ndor	Ven	dor
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35

Vendor Response – Price Comparison

- Total five-year cost of ownership comparison, including...
 - Year one systems costs
 - Implementation costs
 - Cost of additional modules required
 - Support costs
 - Year two thru five systems and support costs
- Side-by-side price comparison of highlevel vendor cost estimate allows the organization to easily note key differences
- Determining "apples-to-apples" pricing may be a challenge... question the vendor and request detail whenever possible

	Vendor 1	Vendor 2	Vendor 3	Vendor 4
Year 1				
Systems	\$46,655.00	\$85,988.00	\$49,117.00	\$67,550.00
Optional - Additional modules	\$10.000.00	0.00	\$10.000.00	\$5.000.00
Implementation	\$85,000.00	\$95,000.00	\$64,464.00	\$90,000.00
		\frown		
Year 1 Total	\$141,655.00	\$180,988.00	\$123,581.00	\$162,550.00
Year 2	\$46,655.00	\$85,988.00	\$49,117.00	\$67,550.00
Year 3	\$46,655.00	\$85,988.00	\$49,117.00	\$67,550.00
Year 4	\$46,655.00	\$85,988.00	\$49,117.00	\$67,550.00
Year 5	\$46,655.00	\$85,988.00	\$49,117.00	\$67,550.00
			\frown	
5 Year TCO	\$328,275.00	\$524,940.00	\$320,049.00	\$432,750.00

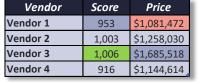




Vendor Response – Quantitively Scoring

- Setting up a scoring method enables the organization to quantify each vendor response
- Scoring takes the *guesswork* out of determining which vendor met the most functional requirements
- Comparing price coupled with score may indicate the most value...but more often than not "you get what you pay for"
- Scoring will assist with selecting the *short list* of vendors for demonstrations

APS - Standalone App 2 RW - Report Writer 2 CE - Custom Enhancement 1 NP - Need Procedure 1 NA - Not Available - Max Score Available 1,017 Max # Available 1,017 Max # Available 1,017 Max # Available 339 Aps 1,017 Max # Available 339 Aps 1,017 Max # Available 340 Aps 5 Aps 1,017 General Ledger 102 98 102 102 97 Max # Available 339 24 21 24 24 24 24 Max # Available 349 102 108 107 98 Paycoll 42 40 40 40 33 Total 1,017 953 1,003 1,006 916 % of Max 94% 99% 99% 90% 258 AM- Another Module 339 2 1 0 57 <	Vendor Response	Points	Fu	nction <u>al</u>	Require	ments <u>S</u>	core	
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Ideally, a majority of vendor responses are "Standard"			Ideally, a majority of vendor resp	oonses are "Stan	dard"			





Vendor Demonstrations

- Based on the vendor response comparisons, a *short list* of vendors are invited to demonstration their system
 - Short list should be limited to 3 4 vendors that meets the organization's requirements the most
- Preparation of demonstration scripts or guides
 - *Process driven demo scripts* outlining the process from end-to-end
 - Demo script should provide an apples-to-apples comparison
 - All vendors to follow the same script
 - Vendors are less likely to demo the *bells and whistles*



Process Driven Demonstration Scripts

Demonstration Script

Multi-Company and Multi-Currency

Client has several foreign programs and subsidiaries. Each subsidiary would have its own currency and may have its own chart of accounts. Client and remote staff would need to be able to process various transactions throughout the accounting system accounts payable (AP), general ledger (GL), contracts, and etc. for these subsidiaries, and would need to generate multiple reports. The accounting system needs to be configured to handle multiple subsidiaries, currencies, and remote processing.

- Functionality to be demonstrated
 - How a subsidiary/company is added to the system
 - o How multiple currencies are added to the system
 - o When and how the currencies are updated
 - The inter-company relations and how they are created
 - Automated currency revaluations
 - o Automatic inter-company entries (due to and due from entries)
 - Voucher processing: enter an AP transaction from all the departments
 - o Enter invoices, expense report and process payments in multiple currencies
 - Apply invoices and expenses to project codes/cost centers
 - When a duplicate transaction is entered an alert will pop up asking for confirmation
 - Same invoice number and/or same amount processed under a vendor, which includes transactions processed





Demonstration Evaluation

- As with the RFP, a scoring method for the vendor demos enables the organization to quantify each vendor demonstration
- Again, demo scoring takes the guesswork out of determining which system met the most requirement outlined by the demo script
- Coupling the *RFP score with demo* score will assist with the final selection and provide a quantitative analysis for the decision.

Spinsmer Avervier genome Avervier genom	Functionality Group	Functional Requirement(s)	Additional Modu	leRanking	Vendor Response		
Overview		Ex. Ability to export reports to PDF		Select One From Dropdown	Ex. During the demo the vendor showed us this		
Spectra derive Protect as concerned of the spectra biology of spectras, barry data in the spectra biology of s	Management, etc.					4	
gins the order of and functionality of thrane, base moine, sequence of the order of thrane, base moine, base moine, sequence of the order of thrane, base moine, sequence of the order of thrane, base moine, base moine, sequence of the order of thrane, base moine, sequence of the order of the o				_		-	
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Ignite device • Over of accord fiber states, and accord fiber products • Indexed · Indexed · Indexed · Indexed · Indexed · Indexed ·	Systems Overview	 Product roadmap of future functionality (i.e., integration of AI) 	I - Included	1 - Limited Support	per year with instrucitons on the release / excel file / Al		
addity is administer metabolis of a real iconscription (in the regime in the system in the							
Spirm Anvenue	Systems Overview	ability to administer multiple levels of user access controls (i.e., ro		3 - Exceeds Requirements	based on business vs. employee access / department		
Spirme Arrive • Overview • Ov		 Log history, track changes, audit trails throughout the system 					
Spirme Annual	Systems Overview	 Single sign on (SSO) availability 	I - Included	2 - Meets Requirements			
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Note: "O - Does Not Support" results in no points to the vendor and is therefore not included in the score. Total 0 - Does Not Support 0



Contract Negotiation and Final Selection

- Request a *best and final offer* (BAFO) from the vendor
- Review of *implementation service scope*
- Review of *pricing and incentives* that may be offered
- Advocate for *best pricing...*
 - Lower first year systems costs
 - Locked in renewal rates... longer contract preference
 - Cap on subsequent year price increases
 - Discounts on implementation and support services





Knowledge Check

Which of the following best describes your organization's current strategy for changes in technology solutions?

- Well-defined and documented
- Informally defined but consistently applied
 - Ad hoc and improvised as needed
 - Nonexistent or unclear







Revisit Frameworks for Internal Advocacy



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Revisit frameworks for *internal advocacy*

Tools to Help

- Digital maturity assessment
- Current state map
- Digital process flow
- Project prioritization
- Roadmap



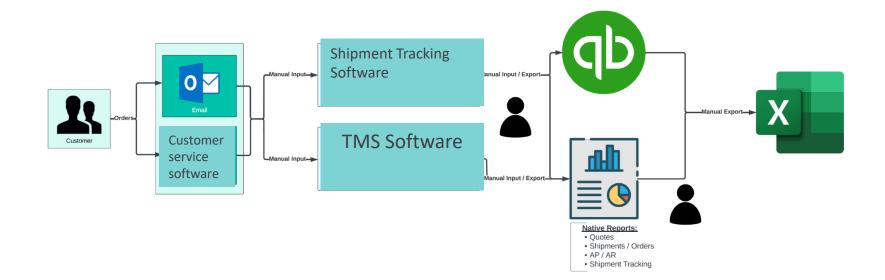






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Automating Workflow to Increase Efficiency (Current State)

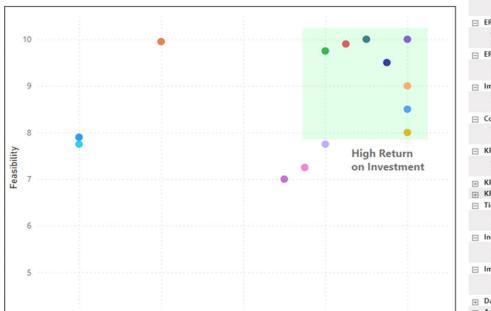






Begin to Build Your Digital Roadmap

Use-Case Prioritization Matrix

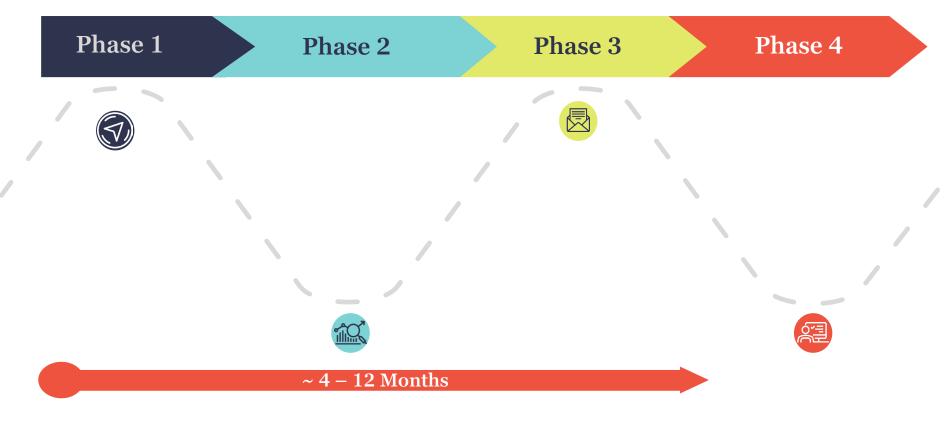


6.0	0 10.00	7.00	10.00	All		~	
Use	Use-Case Name/Description						
=	Create Automated Wor Implement Automated Management & Existin	Workflows to brin		Automation to Database	10.00	8.50	
8	ERP Evaluation & Select Conduct deep-dive eva		I ERPs to explore p	possibility of replacing /	10.00	10.00	
	consolidating disparate	e systems & Access	DBs currently in p	lace			
Ξ	ERP/CRM Optimization						
	Leverage newly selecte Pushing Data to Suppo			d Out Applications Pulling or	10.00	9.00	
Ξ	Implement ERP Solutio	n					
	Implement & Customiz Business Processes	ze Selected ERP So	ution to Support /	Facilitate Whitetails Unlimited's	10.00	8.00	
Ξ	Consolidated BI / Repo	rting Developmen	t				
	Develop Custom Dashi Enhance Speed to Info		ights to Serve the	Needs of the Business and	9.75	9.50	
Ξ	KPI Identification						
	Conduct an Exercise / I the Success of the Busi) to Brainstorm, Id	entify and Prioritize KPIs Critical to	9.50	10.00	
Ð	KPI Consolidation				9.25	9.90	
Ð	KPI Segmentation				9.00	9.75	
Ξ	Ticketing Solution Revi	ew, Evaluation &	Selection				
	Evaluate Potential Off- Solution	the-Shelf Solutions	vs. Custom Applic	ation Build for a Digital Ticketing	9.00	7.75	
Ξ	Integrate Digital Ticket	ing Solution w/ Ex	cisting Data Mode	els & Reporting Infrastructure			
	Incorporate Data From to Derive Insights & KR	~ ~	olution Into Existin	ng Data Models / Reporting Tools	8.75	7.25	
Ξ	Implement Digital Tick	eting Solution					
	Implement & Customia Business Processes / A		· · · · · · · · · · · · · · · · · · ·	to Further Enhance Efficiency of	8.50	7.00	
Ŧ	Data Calendar				7.00	9.95	
E	Ad-Hoc Reporting						





Roadmap and Go-forward Plan









Q&A



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Thank you!

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