



**You know that updating
your software solutions is key
for company growth, but
where do you start?**

**First, take a look at
the pointers we've
developed for you.**

Then, if you have additional questions or would like to discuss your situation in more detail, give us a call. We're here to help!

As a provider of accounting, business management and enterprise resource planning (ERP) solutions for over 20 years, Kissinger Associates has implemented, serviced and supported hundreds of business solutions.

Our experience with analyzing business needs and solving business challenges has provided us with key insights into the best practices for ensuring successful implementation of new solutions. Solutions that not only solve important business challenges, but also set the stage for the achievement of company growth targets.

We hope you find this information to be helpful as you navigate the process of selecting new business solutions. Please contact us if we can be of further assistance.

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Selecting new business software solutions and providers can be daunting tasks. You know that updating your software solutions is key for company growth, but where do you start? Here are some pointers to help you get the best results for your company.

■ What's Expected of You

Do your homework! Selecting a new business solution will be much less daunting if you are prepared. Here are some things you should know about your company and the solution you're looking for before you begin your search:

- *What is your current business solution? Outline all of the software products, versions and capabilities already in-house.*
- *Outline your business solution challenges and related company goals.*
- *Create a list of the business solution features you are looking for and group them as they relate to your challenges and goals.*
- *Have your IT team create diagrams of your current technology infrastructure so the service provider is proposing the right type of solution for your company.*
- *Identify the departments and functions that will be impacted by changing or adding to your business solutions.*
- *Determine your implementation and start-up goals based on your business cycles and the departments that will be involved in implementation, testing and start-up.*

■ What to Expect from Your Provider

Choosing the right service provider can mean the difference between smooth implementation of a great solution and a software disaster. Use the following questions to guide your selection:

- *Can they provide a detailed company history?*
- *Do they have experience working with companies similar to yours? In similar industries?*
- *Do they have an understanding of your business? If so, can they help you structure your solution and your processes to maximize your business solution?*
- *Present your list of required features and how they relate to your challenges and goals. Can they provide solutions to answer each of those challenges and goals?*
- *Can they justify each 'add-on' feature as it relates to your company's plans and goals?*
- *Can they provide client references, preferably within your industry?*
- *Have they offered a demonstration of the solution, paying particular attention to features that can solve your challenges and help you achieve your goals?*
- *Can they provide implementation, consulting, training and on-going support services? How responsive are their services?*
- *Are they focused on an implementation strategy that fits with your company's business processes?*

■ What to Expect from Your Solution

The solution you choose should meet all of your initial expectations and more. If you have selected a good provider, they will be able to guide you through this process to select a solution with features that best fit your business. Focus on solutions that align with the size of your company as well as your business needs and plans for growth. Consider the following:

- *Get a clear breakdown of the capabilities of the proposed solution as compared to your list of requirements. Does the solution meet them all?*
- *Will the solution integrate with other business management solutions? (payroll systems, human resources management, customer relationship management, etc.)*
- *Does your company conduct business globally? Does the solution have the functionality to support global transactions?*
- *Are the security features up to your requirements?*
- *Evaluate the ease-of-use for the staff that will be adapting to this new software on a daily basis.*