Improving the Experience with ERP, CRM & Enterprise Software

written by Lauri Moon | November 19, 2021

ERP software systems form the backbone and basis for manufacturing and distribution businesses technology and computing. They represent the largest expenditure on IT assets, yet over the last 2-3 decades, many companies have struggled to fully and successfully implement many of the features embodied in their ERP software. Instead, companies resort to manual means, standalone spreadsheets and Access databases, and other tools to accomplish what was originally intended to be fulfilled by the ERP software. Over 40% of companies report dissatisfaction with their ERP software.

Meaden & Moore will provide insight into the challenges of optimizing ERP (and other related enterprise software like CRM, EPM, and EAM) software and will:

• Define the enterprise software lifecycle.
• Define the sources and types of gaps between expectations and reality in enterprise software.
• Offer prescriptions, tools, tips, and techniques for closing the four types of gaps.
• Provide a framework for companies to define a simple, high-level ERP strategy.
• Review tools to use before and as part of improving the level of ERP use and satisfaction inside a company.
• Identify the costs to consider when embarking on improvement, upgrade, or replacement paths.
• Explain several approaches to managing, controlling, and achieving ERP satisfaction improvements.

Register

Instructor: Scott A. Holter, CPIM, Director of Meaden & Moore Business Solutions. Scott has spent more than 20 years in manufacturing and technology consulting, working with manufacturers of all types and sizes. He has extensive experience with multiple software applications, not only assisting clients with evaluating and selecting software, but also improving the utilization of existing software. Prior to joining the consulting practice at Meaden & Moore, Scott spent 13 years in industry with companies like Westinghouse Electric and Ferro followed by two small, privately-held manufacturers.