



## Optimize Your Investments



## ERP Sustainment Strategy Solutions

Ensure life after go-live – with solutions that develop and optimize your business, end users, and IT capabilities.



In recent years, more companies have come to realize that a critical piece of their ERP implementation is missing. After the rush of enthusiasm surrounding an implementation has passed, organizations often face difficult challenges in building and maintaining the needed infrastructure to sustain a new system and the skills to support it.

Today, the realization of long-term business value requires an integrated effort between business operations and IT to tap the true potential of their investments in systems, people, and processes. Sustainment initiatives become key to exceeding goals for business performance, IT optimization, customer satisfaction, and employee performance.

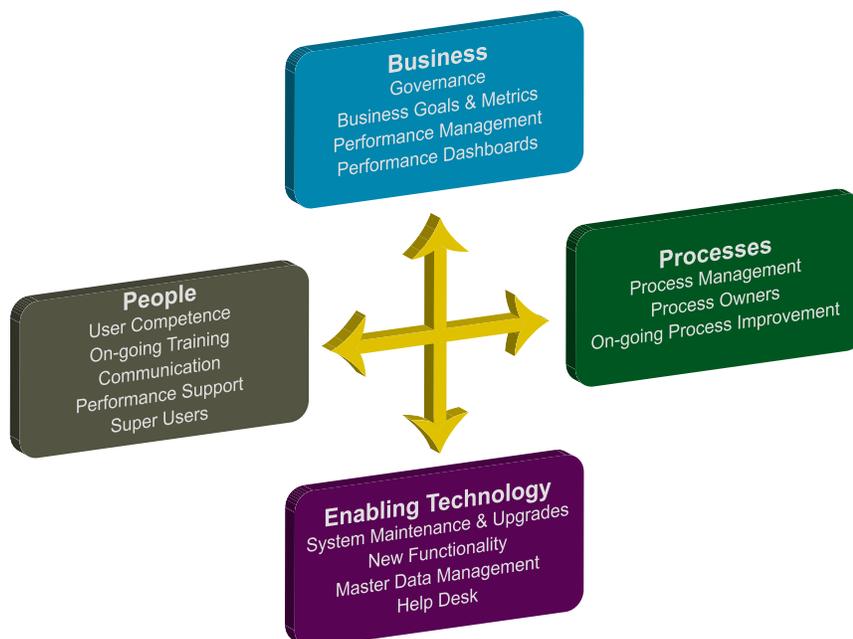
RWD Technologies has a long history of delivering solutions that perform. With our strong emphasis on building innovative, performance-based solutions, we are dedicated to helping our clients achieve their business goals.

### Addressing your challenges

Executives are asking:

- What does my environment look like after go-live?
- How do I effectively extract business value from my business systems?
- How do I successfully integrate implementation project team members back into daily business operations?
- How do I achieve the lowest total cost of ownership?

The following framework provides an overview and components that help drive a successful sustainment strategy.



### RWD's Sustainment Strategy Solutions:

- Governance
- Business Goals & Metrics
- Program Management
- Process Development
- Continuous Improvement
- On-going Training
- Performance Support
- Organization Alignment

## Focusing on the Right Solution for You

By understanding your current company infrastructure, we can determine those specific steps that will help you achieve your goals. We work closely with you to put these components into place, allowing you to generate the greatest benefit in the most cost-effective manner.

### Governance Structures

Engaging the right leaders provides clear, quick decision-making that keeps your business and IT units in a close working relationship. To accomplish this, RWD helps clients with the structure and operation of their Governance Boards to successfully guide business integration and results. This step achieves one of the best practices for building customer satisfaction.

### Business Goals and Metrics

Defined goals and business performance dashboards provide your company with the necessary systems to evaluate results and focus improvement actions. RWD can help develop a clear articulation of goals to create and measure success.

### Program Management

Managing the priority and phasing of programs is critically important to business and IT integration, lower cost of system ownership and customer satisfaction. Program Management is a key link to executing sustainment best practices.

### Process Management

Ensuring that all system users have a clear understanding of their business processes is essential for achieving business success with an ERP system. It is also critical that specific responsibilities for managing processes are defined and assigned. Process Management ensures improvements are addressed company-wide, standardization is maintained, and improvements are widely communicated.

### Continuous Improvement

Establishing Communities of Practice with requisite continuous improvement process skills provide significant value to the application and use of company systems and to improvements in business processes.

### Ongoing Training & Support

All ERP users need training and performance support beyond what they originally received prior to a new system launch. At go-live, they may be able to execute transactions successfully, but still require more advanced skills to become truly expert. At the same time, new hires and transfers require similar skills. RWD's range of Training and Support Services can create a training cycle that ensures competence and compliance.

### Organizational Realignment

As processes are standardized and employee performance improves, business managers have the potential to make organizational changes to enhance business value and streamline processes. RWD's best practices in Organizational Realignment can help achieve this goal.

To learn more about our ERP Sustainment Strategy, contact us at [info@rwd.com](mailto:info@rwd.com) or visit our website [www.rwd.com](http://www.rwd.com).

### Benefits of an Effective Sustainment Strategy

- Lower Cost of Ownership
- Strong Business and IT Alignment
- Standard Approaches and Centralization Across the Enterprise
- Better Customer Support and Satisfaction
- Achievement of the Expected Business Outcomes

