



Case Study – Software Selection

Large Electronics Retailer

The client is a retail and design company with activities in the following categories:

- Bricks and Clicks retailer
- Technical Support Outsourcing Services
- Technical User Training Services

Business Issue

Large electronics retailer with multiple lines of business – PC assembly, training, technical support, business order fulfillment, retail, had individual solutions to satisfy each of the business units needs.

Information reporting was difficult due to the need to integrate many source systems.

Several “versions of the truth”

Solution

An integrated ERP system for financials, order management, inventory management, project management, human resources, technical services was implemented

Client Value Delivered

The team delivered the following results to the client:

- Full software selection process –
 - Key business requirements for each line of business
 - Request for Proposal
 - Vendor demonstrations
 - Reference checks
 - Software selection
- Business case with recommendation of software product
- Contract negotiation assistance
- Full implementation –
 - Implementation partner selection
 - Project team organization
 - Design
 - Development and Product configuration
 - Process development
 - System and Process test
 - Change management
 - Post implementation support

Other Selected Clients

Additional clients for whom we have performed comparable engagements include:

- Large International Professional Services Firm