

10 mistakes to avoid during a NetSuite ERP implementation

RSM has managed hundreds of NetSuite implementations across many industry verticals. Since 2003, our team has been improving our implementation methodology and working closely with clients so that they experience smooth implementations, and optimal use and adoption of NetSuite. Through this process, we've identified several factors that can inhibit a successful implementation, including:

1. Replicating your legacy system. NetSuite is highly configurable, and many of your current processes are necessary only because your legacy system wasn't able to meet your business requirements. Remember to focus on the business requirements, not your business processes.
2. Changing everything at once. Implementing a new enterprise resource planning (ERP) system is a massive change for any organization. It involves balancing use of new functionality and efficiencies made possible by NetSuite with the disruption it may cause. We work closely with our clients to determine the right phasing approach.
3. Selecting the wrong internal team. Don't base team composition on who happens to be available. Build a team with members who understand your company's goals and operations, as well as their ability to define requirements—something a “hand-off” manager isn't always able to do. The right person will also be able to make decisions and avoid costly delays imposed by a lengthy approval chain.
4. Failing to take ownership. Your team must be actively involved in the implementation process and use your service provider as a source of education, not simply a team gathering requirements and configuring your system. Unlike many software systems, NetSuite implementations lend themselves to getting users in the system early. Using the system should be a priority during your implementation to ensure comfort, understanding and optimal solution design. This will also lessen dependency on your service provider in the long run.
5. Planning to move on at go live. Go live is when the implementation work finally pays off. Have the people most familiar with your implementation on call as you're putting NetSuite into daily use. Timely and correct

responses from your implementation team and provider foster business continuity and user adoption.

6. Not understanding your own business. Knowing why your company does something is as important as knowing what your business does. Implementation team members involved often can't move beyond replication of the processes they currently perform. Understanding the why of business is key to harnessing the power of NetSuite. With that understanding, NetSuite can be configured to enhance value and streamline activities that otherwise inhibit the ways your organization attracts and serves customers. Your NetSuite implementation provider should work with you to move beyond the how and into the why. They will also work with you to balance process re-engineering with other project priorities.
7. Choosing the wrong partner. Finding the right NetSuite provider takes time and careful consideration. It is a big platform and experience matters. You want a partner who will work with your team to create an implementation plan specific to your business. This kind of partner can adapt to your needs while still enforcing the key principles of implementation methodology.

“We originally selected another company for this project because they quoted a lower price. It quickly became apparent that choosing the lowest estimate was not a good idea, and we switched to RSM. In the end, the professionalism and strong communication skills of the RSM staff allowed us to save money by reducing the amount of time that we had to spend managing the project. We will definitely be choosing RSM for our next NetSuite project.”

Alec Stewart, President, Velocitek

8. Lacking enough time. Implementations require a lot of work. If your team doesn't have adequate time, the implementation will drag on; ultimately, this leads to higher costs and more disruption to your organization.
9. Failing to identify champions and naysayers. Make use of the talents of a person on your team who will evangelize

the benefits of the change and motivate the rest of your team. Also, identify those on your team resistant to change. Creating a user adoption plan with these team members in mind will help ensure a smoother transition.

10. Self-implementation. Clients often engage RSM because their self-implementation or poor partner choice has left them with an ERP that fails to meet expectations. Avoid the temptation to save money by implementing on your own; instead, invest properly in your ERP implementation. RSM's methodology allows cost savings when clients are savvy and have adequate time to take a more proactive approach.

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