Post Implementation Review of an ERP

Post Improvement Review of an ERP for a manufacturing company in Steel Industry

Challenges / Problem Statement

- Organization had **recently implemented Lighthouse (LH) ERP** replacing tally
- End-users struggling with Data Entry issues due to lack of technical clarity / usage
- **Duplication of Masters** in the new ERP
- Extensive **excel** usage as **workarounds** despite ERP in place
- Management **grappling for reports** from LH
- Lack of true **business benefit realization** from ERP software

Deliverables / Process Followed

- **Interviews** of end users, Plant GM and management team to understand the process and related pain points
- **Review** of **Project documents** to assess the configuration in light of requirements detailed
- Reviewed the ERP **Access controls and SOD matrix**
- Reviewed **data Migration** process from legacy application to new ERP
- Assessed the manual work-arounds in place
- Meeting ERP vendors to overview the ERP functionalities
- Provided a **detailed report** on the current issues faced **along-with** reasons and **recommendations** with timeliness

The Benefits / Objectives Achieved

- Identified **process gaps** were addressed
- ERP **access control & SOD** matrix re-defined
- **Master data** management **centralized**
- Recommended people **training issues**
- ERP **control gaps** identified and raised to vendor
- Increased use of ERP reports without much work-around
- Increased **system usage** thereby improving **ERP ROI**

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