



Outdated Software Holding You Back?

Find out how modern business management software systems can accelerate business growth



The Future Success and Growth of your Business



Is your ERP system based on old technology? If it is then you may already realise how expensive it can be to run or how it may no longer be meeting the dynamic nature of your business.

As new ways to do business arise, you may have also found yourself tacking on external solutions rather than integrating them. This often results in a clunky mess of inflexible systems from different software companies that don't work seamlessly together. You may believe the solution is simply to upgrade to the next available suite from your current provider but this could be a mistake.

Modern ERP applications have changed the ERP/business management software landscape so it's worth taking the time to consider all of your options.

This decision is fundamental to the future success and growth of your business so it is vital you take the time to look at alternate systems.

Also, many upgrades are not 'push button' solutions – they require the same planning, data conversion and process evaluation as a change to a different solution.

Keep in mind that you shouldn't invest in a system only to be left doing the same thing or experiencing the same problems – use it as an opportunity to set up your business for the future.

5 signs your Business Management Software might be failing your business.

It is very easy to get so caught up in the day to day running of your business that you miss valuable opportunities to save time, money and resources; all of which could be crucial to your company's survival. Take a look at the following system inhibitors that could slow you down...



1. Reporting Capabilities

When you can't get the information you need to make sound business decisions you can miss out on crucial ways to improve your bottom line...

- Can you customise analytics dashboards and/or reports at role and user level?
- Does your current system include an integrated analytics tool enabling you to efficiently analyse data from any part of the business?
- Can you create ad-hoc reports when required?
- Are you still manually exporting to excel for analysis purposes?
- Do you have access to live up to the minute real-time data?
- Have you got the ability to drill down to the finer details of your reports for further analysis?
- Can you unlock the value of your data to make accurate forecasts for the future?
- Do you have seamless access to data to support a more efficient and robust decision making process?
- Can you set up scheduled reports with automatic emails sent to a pre-set list of recipients?
- Can you get KPIs automatically delivered to your email or smartphone?

2. Staff Frustration

When end-users start to complain or improvise, things can get messy...

- Are staff frustrations and complaints rising?
- Is your software inhibiting users from completing tasks?
- Are staff resorting to manual processes or working outside the system using tools like Excel etc. in order to carry out their jobs?
- Are you entering the same data more than once?
- Can you maintain effective stock levels to maximise profit margins and manage cash flow?
- Can you easily customise end users screens and dashboards to reflect their unique requirements and KPIs?
- Can you automate processes using workflows to simplify repetitive tasks?
- Can you manage user restrictions and access capabilities using role-based security policies?

3. Poor Customer Service

Poor customer service spreads like wildfire...

- Are you able to communicate timely, accurate updates to your customers?
- Are you able to fulfil requests for statements/invoices to be sent via email?
- Can you access vital customer sales information at order entry/point of contact?
- Can you target special offers or marketing campaigns to different categories of customers?
- Can you effectively manage your customer credit terms and debtors days?
- Do you have a returns policy that enables you to deal with queries efficiently and effectively?
- Can your remote teams capture customer data/information on their smartphones or tablets, syncing in real-time with your software system?



4. Outdated Technology

It's understandable to want to hang on to the familiarity of your existing system but at what cost to your business?...

- Are you still working on a DOS or old legacy system?
- Have you had bespoke work carried out and are now unable to update your system?
- Are you able to modify your software to facilitate changes in your business operations (e.g. acquiring other businesses, increasing or diversifying your product portfolio etc.)?
- Are you confident in the security of your data?
- Is your current software vendor charging extra for regulatory compliance updates e.g. those related to GDPR or Making Tax Digital?
- Have you got the ability to back up your data on-line?
- Have you got access to full historical traceability throughout your system?
- Are you using the Internet effectively? Can you carry out business electronically?
- Are staff downloading software to bridge gaps in your software capabilities?
- Are you able to take advantage of new technologies e.g. mobile solutions, fully integrated eCommerce solutions?

5. Inadequate Vendor Support

Downtime costs money...

- Have your support costs risen significantly?
- Are your support issues dealt with efficiently?
- Has your vendor discontinued a product and removed all related support services?
- Have you got access to local support services from front-line support personnel to the development team?
- Have you got access to useful tools and resources to help you utilise your software solution more efficiently e.g. hints/tips, manuals?

Consider all your options

We've taken many a call from a frustrated business owner looking to throw their current systems out in favour of the first system they can find. We would always advise people to slow down and consider all the alternatives and then make your final decision.



1. If you are being put under pressure to upgrade, ask your current vendor for time to consider your options.

In spite of the initial pressure, you should be given plenty of time to make a balanced decision. If you need more time, ask for it. Just don't leave it until the last minute!

2. Remember upgrades are often not 'push button' solutions.

They often require the same planning, data conversion and process evaluation as a change to a different solution so don't naively think it's as simple as ABC. Ensure the upgrade resolves any issues you are currently experiencing e.g. if you are not getting the information you need or you find yourself having to enter data twice, then you will need to ensure the upgrade can remedy these issues.

One exception to this is Intact Vline customers upgrading to Intact Xline. The transition here has been developed to be quick, easy and seamless.

3. Make a list of your current and future business requirements.

Note the various time-consuming tasks that you believe can be solved by technology. Consider the scope of what you want to achieve with your business software in the coming years e.g. will you be looking for an eCommerce website and want it to integrate seamlessly into your back office system? Are you looking to become more mobile? Will you be adding new branches? Can your upgrade offering or the systems you're looking at provide these?

The Power of Modern ERP/ Business Management Systems

In the past, ERP technology has been slow to change but the last few years have seen some major forces at work.

In fact ERP software has been evolving at break-neck speed with greater mobility, analytics & reporting options and seamless integration with 3rd party applications now an important element of most ERP implementations.

New enterprise applications are replacing old software as companies seek to access one flexible system to run their entire business.

One Version of the Truth

Future-ready, modern ERP systems, such as Intact iQ, offer seamlessly integrated systems and common data sets giving you complete transparency over your data. All relevant information can be presented, utilised and queried in any area of the application and across every level of your business.

Using the core business intelligence functionality within the system, you can configure roles or user level work-spaces to include all the necessary information and controls they require on a day-to-day basis.

Working from a central system will enable you to configure a series of company specific alerts based on certain conditions being met. This allows the management team to automate reports and or alerts based on exceptions.

Future Proofed Solutions

Future proofed ERP systems extend beyond the walls of your business and support ongoing real-time change, embedded analytics, growth and diversification with ease. They enable you to embrace the latest technologies, become more mobile and take advantage of new sales channels. They can also scale from 5 to 1,000 users across multiple jurisdictions within the same application.

There are no in-built limitations such as transaction or user limits. Today's ERP providers should have a published roadmap so you can be confident that the product will continually be developed with customer-centric innovations.

Remember that some ERP providers offer a large and complex portfolio of solutions, many of which are not developed by them or are run on a legacy piece of software so make sure to interrogate when & how the software was developed and the vision for its future.

Flexibility as Standard

Many modern ERP systems will allow you to configure role specific or cross-role workflow queries. This functionality allows onsite customisation to suit your business rules & processes. You can instruct the system to push action items to the relevant users based on your commands in an automated fashion.

Where workflow queries are optimised users no longer have to produce reports to extract information. Instead the information is pushed to the user for them to action straight away.

Some systems allow end users to add unlimited user-defined fields, tables and logic very simply using standard user customisation tools. This really helps lower the total cost of ownership as you are in control of this functionality.

Fully Integrated Solution

Seek out an open system that has been built with integration in mind. The solution's integration and web services should allow you to integrate any 3rd party systems you currently use, love or need to keep; or indeed any best of breed systems you may want to add in the future.

In addition, modern ERP systems should come with SRM (Supplier Relationship Manager) as standard with the option to include the fully integrated CRM module if required.

They should also offer an integrated e-commerce and enterprise mobility solution to ensure you can avail of these new technologies/distribution platforms whilst still ensuring all data is synchronised to your ERP system.

The Intact Difference

Intact deliver perfect fit ERP & business management software solutions that can get you operating at your best. Intact iQ, our end-to-end ERP solution, is based on new technology, developed and supported in Ireland and the UK.

Built on a modern platform, Intact iQ, provides in-depth, proven enterprise-wide functionality and features and is constantly evolving. It brings together all parts of your business and aspires to deliver the best version of your business. To future-proof it.

Designed for today's digital economy, Intact iQ supports every level of your business and extends seamlessly to mobile. Intact iQ's unique agility feature ensures you get the system you need today, robust enough to grow and flex to future needs.



Elevate your business with Intact iQ

For more information, please
contact us at
info@intactsoftware.com

intactsoftware.com

