

CASE STUDY - LORNA JANE

Mid-project new CFO and Finance SME for an ERP Implementation system caused disconnect.....

OVERVIEW

Lorna Jane had commenced a program of implementations that included an ERP, POS, IMS and associated changes to integrations. The project was delayed and key project Finance personnel left or went on leave. The Finance aspect of the ERP implementation was failing with low user adoption. This was due to the remaining SMEs having had minimal involvement, being untrained and therefore delays in UAT completion. This was not addressed by the vendor nor the Program Manager to the extent needed. Go Live date was looming and not achievable.

SOLUTION

Lorna Jane needed a quick solution and engaged Kx2 to provide focussed support to the Finance team.

Kx2 did this in several ways as part of this engagement:

- Assessed resource & task requirements to estimate an achievable go live date, subsequently adopted by the entire project.
- One of our team was onsite to keep abreast of progress being made.
- We liaised with the vendor partner to ensure critical training was delivered.
- Weekly sprints were scheduled to drive completion of UAT, prepare for cut-over, go live and post go live follow up.
- Kx2 ensured the finance team were included in project meetings and planning.

RESULTS

User adoption

The Finance team had sufficient training and completed required UAT to confidently transition from the legacy system. There was even an RIP celebration for the old ERP.

Go-live readiness

The Finance team progressed to the point where they had gained enough confidence and understanding of the new ERP and felt ready to go live.

Successful Go-Live

The new target date was met and go live was a success. The team have adapted to the new system, implementing new processes and increasing functionality and use of the system post go-live.

AT A GLANCE

Challenges

- New CFO not engaged by Project Team and partner.
- Loss of key Finance project team members
- Finance SMEs not involved in training
- UAT not progressing
- Finance team nowhere near go-live ready

Results

- User Adoption
- Go-live readiness
- Successful Go-live



“Myself and the Team are appreciating your ongoing support...”

Fiona Hochmuth

Lorna Jane
CFO