

Who We Are

We are Briljent.



Systems Implementation

Why are system implementations difficult?

- Only 30% of the implementation budget is the cost of the software. The remaining implementation costs cover organizational changes and support activities.
- 23% of problems encountered during enterprise system implementations can be attributed to lack of skills and knowledge, attitude and human error. The majority stem from training issues and knowledge management.



Studies show that training is generally allotted the smallest portion of the implementation budget, yet training plays a critical role in a successful implementation.

CHANGES

System Changes Affect Process

- Users need to understand both the system and business process impacts during a new system roll-out.
- Do not introduce new systems in isolation. Consider users' daily tasks and how the system will make them easier.
- For quick adoption, focus on realistic business scenarios that highlight benefits of the system.

COMMUNICATION

Communication is Critical

- Effective communication builds trust and sets the foundation for success.
- The more information shared and the earlier it's shared, the more likely you will successfully manage attitudes, willingness to learn and time to full proficiency.
- Communication should be proactive and not reactive.

TRAINING

Training is a Solid Investment

- Maximize your investment through effective training.
- Training and knowledge dissemination are critical to adoption and a successful implementation.
- Ideally 10-15% of an implementation project budget should be devoted to training.

SCOTT LORCH - VP, Client Services