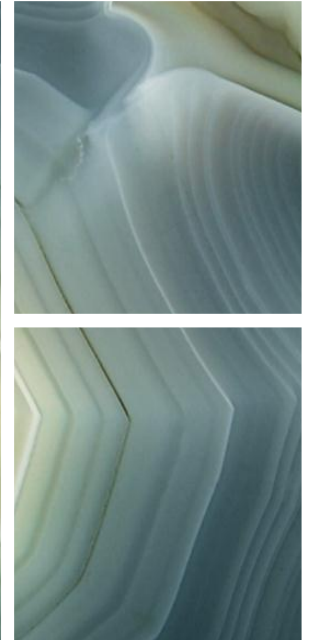
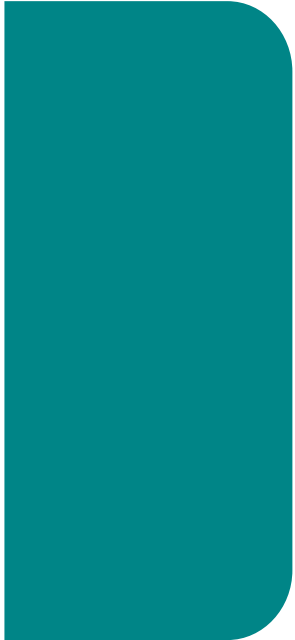


# CHOOSING YOUR ACCOUNTING SOFTWARE PROVIDER |

15 MAY 2014

THE RIGHT ADVICE FOR LIFE



 Price Bailey  
CHARTERED ACCOUNTANTS

## GETTING THE MOST FROM YOUR ACCOUNTING SOFTWARE SUPPLIER

- Brief intro
- Understanding the project
- Process improvement basics
- Selection methods
- Managing the costs
- Developing the relationship

# Introduction



**Alan Becker FCCA**  
Manager – business systems

Sage 200

Sage CRM

Other applications



**Nick Mayhew FCA**  
Partner – Strategy and development

Lead the business systems function

Head of technology

## Price Bailey Chartered accountants

£20m+ turnover,  
250+ people  
Been around for 76 years

# When accounting systems go wrong



- ✓ Weak vision
- ✓ Poor planning
- ✓ Too technical
- ✓ Lack of user engagement
- ✓ Poor implementation process
  - ✓ Unclear scope
  - ✓ Selection process
- ✓ Wrong supplier or software
- ✓ Configuration/development errors

# Understanding the project



- ✓ Growth
  - ✓ Change of needs
  - ✓ Upgrading
  - ✓ Efficiencies
  - ✓ Change in competitive environment
  - ✓ Service
- 
- ✓ Who are the key users?
  - ✓ Who is affected? Who most?
- 
- ✓ Technical affects – hardware and systems integrations



# Understanding the project

- What are your goals?
- Which are most important?
- Fit with the organisation strategy?
- Is it a finance problem?
- User needs, who is most affected?
- Can we phase the project to make it manageable?
  
- What does success look like?
  
- Use this to produce a supplier brief

# One page plan

<b>N O W</b>	<b>ORGANISATION PLAN</b> <b>Date Revised: 21 October 2013</b>		<b>W H E R E</b>	
<ul style="list-style-type: none"> <li>• Income £1 million</li> <li>• Many volunteers ordering</li> <li>• No control, takes time</li> <li>• Finance not value added</li> </ul>			<ul style="list-style-type: none"> <li>• Income £3 million</li> <li>• Simplified ordering system in place</li> <li>• Fewer suppliers, streamlined IT</li> <li>• Better control and reporting</li> </ul>	
<b>S T R A T E G I E S</b>	<b>A C T I O N P L A N S</b>		<b>T I M I N G - Who &amp; When By</b>	
<b>PROCESS REVIEW</b>	1. Buy VISIO, do flow diagrams 2. Analyse the waste		1. MP 2. JS	Immediate November
<b>KEY SUPPLIERS</b>	3. 1 Page Plan top 20% suppliers 4. PSL process in place		1. JS 2. JS	October October
<b>VOLUNTEERS</b>	5. Explain savings 6. Train new approach		1. BM 2. JS	January November
<b>Systems</b>	7. Specify key characteristics and create matrix 8. See five systems demonstrated		1. JS 2. JS	January March

**Nothing happens unless you do it.**

# Understanding the project

Use a “Two-Pizza” team to lead the project

You will need:

- ✓ Leadership
- ✓ Doers
- ✓ A carer
- ✓ A Thinker

(we have a diagnostic for this!)





## Seven wastes

1. Overproduction
2. Waiting
3. Transporting
4. Inappropriate Processing
5. Unnecessary Inventory
6. Unnecessary Motions
7. Defects



# Process basics

## Stop?

Do you really need to do this.  
Many activities in organisations continue long after the purpose they served has ceased. If we stop, what will happen?

## Outsource?

Assuming we do need the activity, does it need to be done by us? Could it be done more effectively by an outsourced specialist?

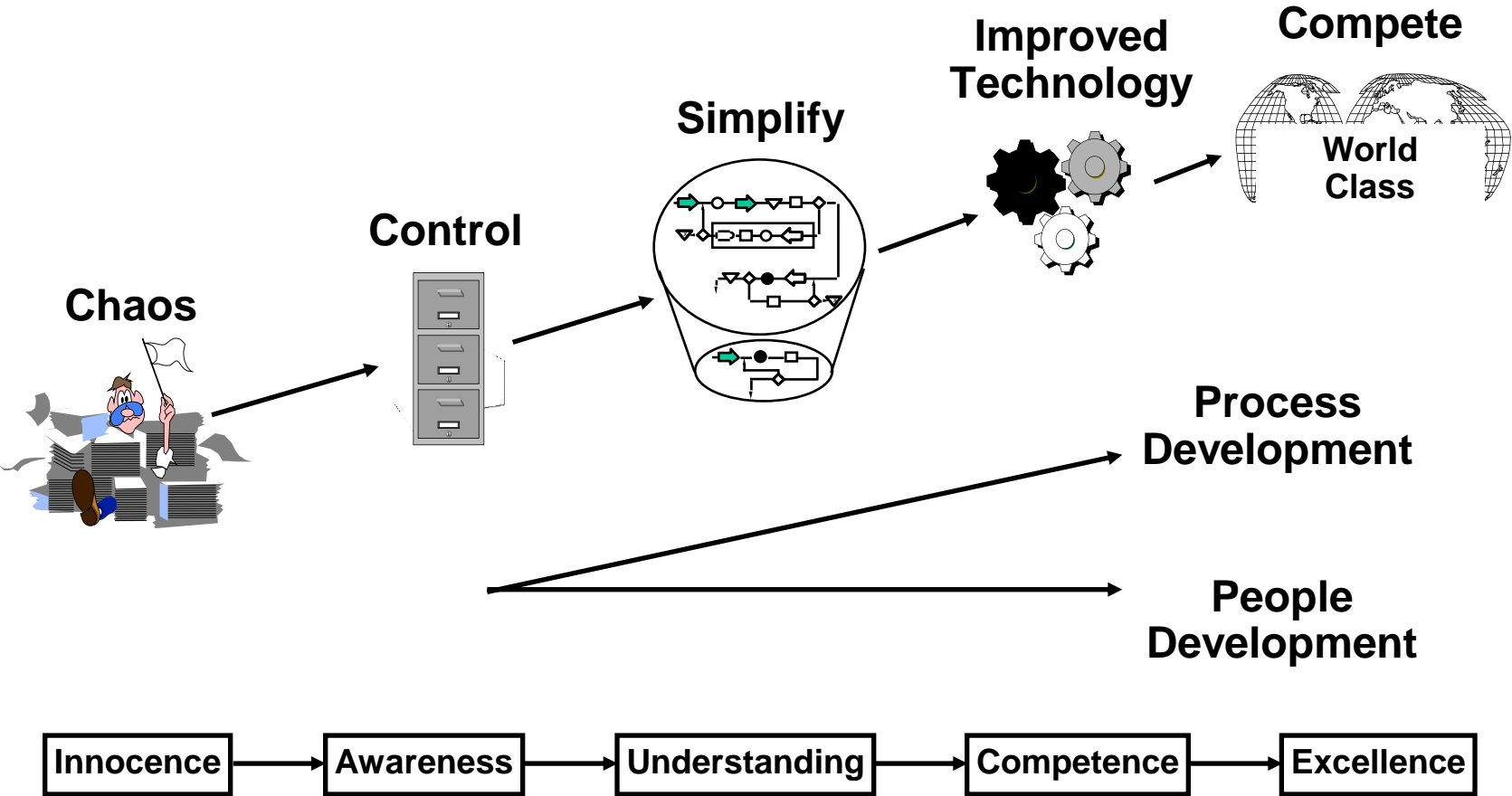
## Simplify?

Assuming the activity must continue in house, is it over-complex? Do a Visio Flow Chart. Analyse the VA and NVA steps. Combine, delete, and re-order steps, remove variation.

## Automate?

Only when all other three aspects have been reviewed should we consider automation. If you automate the over complex you will embed it.

# Process basics



# Supplier selection

		Alternatives			
CRITERIA	Weight	Supplier 1	Supplier 2	Supplier 3	Supplier 4
Reputation	30	15	25	20	13
Charity experience	25	12	15	20	15
Software range	15	8	8	10	14
Approach	30	15	5	10	5
<b>TOTAL</b>	<b>100</b>	<b>50</b>	<b>53</b>	<b>60</b>	<b>47</b>

# Supplier selection

Criteria	Score				
	Weight	S1	S2	S3	S4
Meeting scope	30	25	30	30	15
Experience	20	20	8	15	12
Support level	20	17	15	17	5
Supplier development capability	15	7	13	14	10
Safety/security/stability*	15	15	7	12	7
<b>Total</b>	<b>100</b>	<b>84</b>	<b>73</b>	<b>88</b>	<b>42</b>
<i>Weighted product v supplier</i>		49.8	48.9	53.4	39.6
Cost					



# Supplier selection

- ✓ Demonstration
- ✓ Proposal
  - ✓ Methodology
  - ✓ Software range and ability
  - ✓ Flexibility in approach
  - ✓ Experience in your sector
  - ✓ Reference clients
  - ✓ Team
  - ✓ Organisation size, strength
  - ✓ Development and future
  - ✓ Price

For major projects I see the leading candidates more than twice before appointment

# Selection methods

Criteria	Score					
	Weight	Interaction	Salesforce	Oracle	SAP	MS Dynamics
Outlook Integration	20	19	7	15	15	19
Ease for User	20	20	16	19	13	20
Reporting	15	7	14	12	10	12
Database Integration	15	15	12	13	11	15
Process Automation	10	6	10	8	4	10
Development Potential	10	5	10	10	9	10
Service & Support	10	10	2	5	6	4
<b>Total</b>	<b>100</b>	<b>82</b>	<b>71</b>	<b>82</b>	<b>69</b>	<b>90</b>

- ✓ The planning will stand you in good stead!
- ✓ Phase the implementation, cost for each key phase
- ✓ Be flexible!
- ✓ Communication and lines of command
- ✓ Go through and select what you can do, what they must do
- ✓ Play to your suppliers strengths and don't lean on them too much
- ✓ Do your part of the work – be ready to work hard
- ✓ Test environment and user acceptance testing crucial

You and your team will need to own the new processes and the software.

The best way to get there is to use;

- ✓ See one
- ✓ Do one
- ✓ Teach one



# Successful implementation





# Developing the relationship

- ✓ Review progress through the project
- ✓ Against your goals – measure it
- ✓ Look for future phases, further gains
- ✓ Meet once a year to blue-sky issues, and explore their new developments
- ✓ If they offer customer seminars, go or send team

# Questions





Thank you

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Strategy and change management, process design and specification, efficiency review

Sage 200, development, payroll, CRM and much more.