



## ERP Transformation, Planning and Oversight

Moran Technology Consulting is a highly experienced and proven provider of consulting services to the higher education industry. We combine a detailed understanding of higher education processes, organization and culture, with heavy implementation experience and project management discipline to ensure successful ERP process transformation and system implementations. (ERP includes Student, Finance, HR projects, as well as total ERP projects).

Over the years, our team has been engaged in a wide variety of ERP-related engagements, from small assessments to full implementations. Additionally, we have regularly provided project audits to keep projects on track and to support failed and/or failing ERP projects. Based on these experiences, we are able to provide our clients with highly experienced support to ensure current and future project success.

For institutions considering replacing their ERP system, our Technology-Enabled Transformation Methodology provides structured tools and methods to maximize the value received from the system change (see back for additional detail). We provide requirements development, process streamlining, RFP development, vendor proposal evaluation, contract negotiations, project readiness assessments and independent project reviews/audits .

### Our ERP Services

- **ERP Implementation Services**
  - Transformation Strategy Development
  - Vision Focused Requirements Development
  - Package Selection
  - RFP Development and Negotiations
  - Package-Driven Process Re-Design
  - Change Management
  - Functional and Technical Expertise
  - Project Management
- **ERP Benefits Assessment and Planning**
  - Sponsorship Readiness
  - Risk Management
  - Communication Management
  - Functional Area, IT and Training Readiness
  - Functional and Technical Expertise
  - Package-Driven Process Re-Design
  - Fit/Gap Analysis
  - Development and Testing
  - Change Management
  - Project Management

### Why Moran Technology Consulting

- We know the factors that lead to project success and project failure
- We know how software vendors and implementation firms work and price
- We can help achieve a cost effective implementation approach
- We have deep knowledge and experience in higher education
- We have extensive Project Management skills and experience
- We provide skilled functional and technical resources
- We have worked with small, medium and large, multi-campus institutions, both public and private

### Example College and University Campuses

- American University of Paris
- Art Center College of Design
- Cincinnati State
- John Marshall Law School
- Kutztown State University
- CSU System
- Ohio University
- Nevada System of Higher Education
- Otterbein University
- City Colleges of Chicago
- University of N. Iowa
- University at Buffalo

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## Our Technology-Enabled Transformation

**Methodology (TETM)** defines outcomes for the project and utilizes structured tools and methods to achieve a successful project. Within our methodology, there are the following phases:

### *Transformation Strategy Development:*

Defines the 'vision' for how the client wants to transform its service delivery and also the Guiding Principles that define the rules for the transformation. Stakeholder participation is required to achieve buy-in to the vision and its goals. We engage with multiple constituencies throughout the institution to develop strategies with wide-reaching impact.

### *Vision Focused Requirements Development:*

Utilizes broad stakeholder participation to define the tactical business and technical needs that must be addressed to achieve the transformation 'vision'.

We have successfully utilized an approach to requirements gathering and package selection that enables us to focus on defining the tactical business, technical and functional needs of an organization's stakeholders.

### *Build/ Buy Decision:*

Utilizes the business and technical requirements, along with budget capability to help determine if buying or re-building a legacy system is the right answer for the client. Stakeholder participation is required to ensure that the stakeholder community understands the justification for the final decision. This phase can include components like a Software Vendor RFP, a Systems Integrator RFP, reference checking processes, on-site visits with reference organizations and demonstration scripts.

We strive to be our client's trusted advisor through the selection process in order to make the process efficient and the selection best meet the institution's requirements and needs.

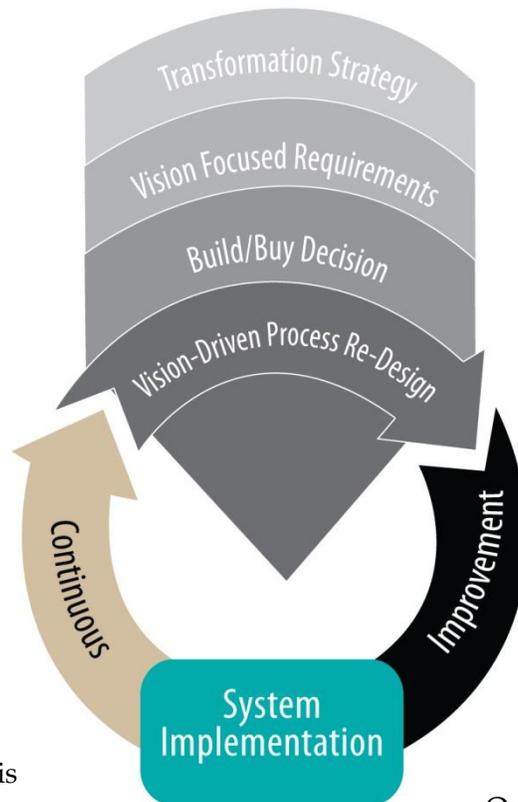
### *Vision-Driven Process Re-Design & Change Management:*

This uses the process requirements defined earlier to identify and re-engineer. If buying, a Gap/Fit assessment is conducted to identify places where the package doesn't support the transformed processes of the institution. The goal is to streamline any process gaps to optimize the software and reduce maintenance costs whether buying or building.

Any project that an institution undertakes involves some amount of process re design and/or change management. The successful management of these two key components can make or break a project. We have helped institutions:

- To re-think how they provide services to customers
- To alter workflow in order to improve staff efficiency and eliminate redundant or unnecessary steps
- To improve customer experience with self service functionality
- To accept change and take ownership of new processes

## Technology-Enabled Transformation Methodology (TETM)



### *ERP Benefits Mining*

Many institutions have invested heavily in acquiring and implementing major IT systems (ERP, CRM, HR/ Payroll, etc.), but have not achieved the benefits that justified these investments. We have worked with many institutions to identify these benefits and develop action plans to achieve the benefits that were promised.

### *Project Oversight Reviews/ Audits:*

On highly complex IT projects, large numbers of client and vendor staff are engaged in complex, inter-related tasks and projects over an extended period. Even with the best intentions by all parties, projects can move outside acceptable boundaries of time and cost. Our audits can focus in many areas, including:

- Project Management
- Project Budget Management
- Communications & Business Process methodology & Standards
- Planning, Issue & Risk Management
- Metrics & Reporting



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