



## Swingtide ERP Selection and Contracting Assistance

Oracle, Infor, SAP, and Workday are each forecasting hundreds of ERP selections in upcoming years.

Many industries, especially healthcare, are realizing that an ERP system can help them establish a digital ecosystem, accelerate analytics capabilities, improve processes, control data, and establish a better employee experience often while reducing costs.

To obtain these benefits, the organization must avoid the common pitfalls experienced in unsuccessful ERP implementations:



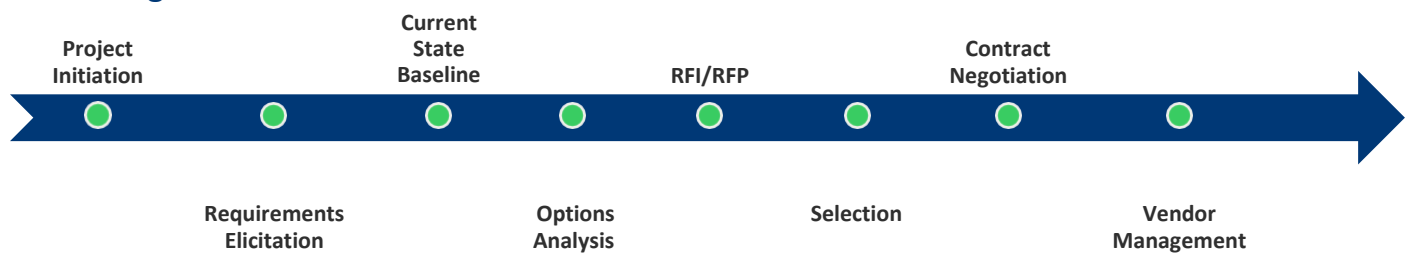
### Keys to Successful ERP Implementations

- The right functional sponsors governing the initiative as a single multidisciplinary unit looking out for the organization as a whole
- Detailed understanding of the current state (including costs, third-party relationships, data definitions, policies, and processes), clarity about the future state and understanding of the costs and actions needed to get there
- A comprehensive business case that identifies the cost of implementation, change, and elimination of the displaced solutions
- Understanding of requirements—knowing which can and can't change—to guide an adopt vs. adapt strategy
- Knowledge of the maturity of the solutions on the market and ability to map to needs as the solutions change over time
- A well negotiated contract that meets needs
- The right advisors for selection, negotiation, and implementation

Swingtide has helped companies across industries with ERP selections, business case development, negotiations, and vendor management. We do not perform the system integration work but will help you select and contract with the right system integrator based on your ERP selection. To make sure your expectations are met, we will help you set up an efficient vendor management function within your organization.



## The Swingtide Process:



1. **Project Initiation** begins with establishing the right governing body that represents all functions and will guide project initiation, objectives, and the selection criteria.
2. **Requirements Elicitation**, facilitation of vendor demonstrations, and reference calls and visits.
3. Development of a detailed **Current State Baseline** that includes all the costs, people, systems, facilities, processes, etc. that will be impacted by the decision.
4. **Options Analysis** that starts with the current state baseline and identifies the costs and impact of the options being considered. Options may include unified solutions from different vendors or best-of-breed options. The analysis results in the business case that leads to fact-based decisions that stick and provides an accurate understanding of costs through implementation into steady state.
5. As a feed to the Options Analysis, proposals are obtained from the providers through formal or informal **Requests for Information (RFIs)** or **Requests for Proposals (RFPs)**. We explain the objectives and the current state to enable the vendors to give us their best solution, which is then normalized in the Options Analysis.
6. Then we facilitate the **Selection** across the stakeholders based on the established criteria.
7. **Contract Negotiation** includes all aspects of the contract process (with support from your legal team) to best meet the organizational needs. If needed, we will help select a system integrator and set up their contract so the integrator's incentives are aligned with your implementation goals.
8. Finally, we help you set up a **Vendor Management** function that will make sure you get what was contracted, that issues are resolved rapidly, and that tracks the business case to make sure all benefits are realized.

## About Swingtide

Swingtide helps clients with technology business issues. Swingtide's financial, sourcing, and technical consultants address challenges from options analysis to RFP development, negotiation, mid-deal corrections, disputes, bill audits, and terminations. Swingtide helps with the complete life cycle of vendor relationships (CVLM) and the processes you need to successfully manage these relationships. Swingtide also helps with IT Finance functions such as service catalogs and chargeback, complex business cases, and benefit realization. Swingtide offers large and small project support, staff augmentation, and business process outsourcing of CVLM and IT Finance functions.