

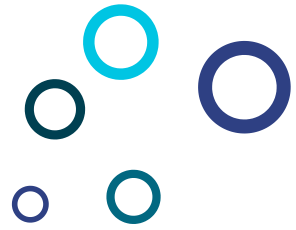


10 Strategic Steps to Master International ERP Implementation

The CIO's Playbook for International ERP Excellence



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NAVIGATING INTERNATIONAL ERP TRANSFORMATION

ERP serves as the beating heart of your multinational enterprise. It is a vital instrument for harmonizing your business operations and IT infrastructure across various branches while propelling it toward a future marked by growth.

Moreover, it catalyzes global expansion, competitiveness enhancement, and digitization. The landscape has witnessed a significant shift in the last decade as more companies have ventured into the global arena. This dynamic shift presents an entirely new playing field for small and medium-sized enterprises lacking experience in complex IT projects.

The difference between a decentralized ERP and an integrated, international ERP system is substantial.

Selecting the right solution and a deployment framework that aligns with your company's character and aspirations is paramount.

Equally significant is the adoption of a strategic approach to international ERP, offering the potential to unlock strategic advantages.

This eBook gives you insights into how to make your international ERP program a resounding success.

Our proven approach simplifies your transformation journey, ensuring that your ERP implementation is not just a process but a remarkable achievement.

Wishing you a journey that is not only safe and simple but also profoundly successful.

Morten Poulsen
CEO
Pipol A/S



YOUR STRATEGIC ROLE AS A CIO

In your capacity as the Chief Information Officer (CIO), your role takes on a strategic dimension, catalyzing the transformation of the entire global enterprise.

You are the trusted collaborator, a savvy advisor in technology, and the architect of the digital infrastructure that not only fuels the deployment of ERP systems but also sustains the ongoing expansion of the business.

Your primary role is to synchronize the array of applications across all

subsidiaries, leading the way in a world where data-driven decisions reign supreme.

You are the forerunner of change, your finger on the pulse of both the business challenges and the technological challenges confronting headquarters and its satellite branches.

Consequently, it is imperative that you carefully consider which solution best aligns with the unique requirements of your company.

3 KEY ASPECTS YOU SHOULD CONSIDER

1. Establishing a unified ERP platform

How can we establish a common ERP platform that seamlessly integrates with other business applications and leads the way in an era of data-driven decision-making?

2. Control and transparency

How do we secure unwavering control and transparency throughout the implementation process?

3. Flexibility, efficiency, and speed

What strategies can we employ to ensure flexibility, efficiency, and swiftness in the implementation process, thereby facilitating change and expediting international deployments?



1 UTILIZE ESTABLISHED SCOPING METHODS

In international implementations, a structured approach is essential. This structure not only ensures that project phases are concise but also assists in maintaining focus and staying on course. Moreover, it provides you with a comprehensive understanding of project costs and scope before initiation.

By employing proven scoping methods, you can get a precise understanding of what to anticipate concerning budget, timelines, and resource requirements even before committing to an agreement.

Effective scoping empowers you to pinpoint your unique challenges and formulate strategies for addressing them, whether you're implementing a new solution or optimizing your existing one.



2 ONE DELIVERY FRAMEWORK AND ONE GLOBAL CONTRACT

To get it right from the very start, meticulous planning is imperative. A standardized delivery framework that applies universally streamlines the planning process comprehensively.

With a centrally managed framework in place, you can efficiently manage numerous rollouts across multiple sites and countries.

The advantages of central governance become evident as you employ the same solution and implementation methodology across your international operations. This uniformity makes numerous processes replicable from one country to another.

Furthermore, by instituting a single global contract governing worldwide service delivery, you simplify the complexities and ensure that services in each country are customized to meet the distinct needs of each subsidiary.

These services are provided in the local language, within the local time zone, and at rates that are in tune with local expectations.



3 ONE CORE SOLUTION

To enhance operational efficiency and achieve standardized data and analytical capabilities across your global enterprise, it is crucial to adopt a unified CORE solution.

This solution is developed once and deployed consistently across diverse countries, allowing for rapid local implementations. It streamlines business processes, promotes automation, and contributes to overall efficiency.

Utilizing a single CORE solution ensures consistent delivery, thereby adhering to agreed-upon timelines and budget constraints.

Furthermore, it's advisable to collaborate with a global partner who can provide support at both the corporate and subsidiary levels.

This ensures seamless coordination and alignment between various aspects of the project. A global team offers access to specialists tailored to your specific needs, regardless of the field or location of your business.

By recognizing the importance of each local subsidiary having a nearby implementation partner you'll help foster confidence and peace of mind within local teams.

4 BALANCE BEST PRACTICES WITH BEST FIT

To ensure transparency throughout your international organization it is key to choose an international ERP solution that aligns data and processes seamlessly, both at the corporate and local levels.

The viability of a universal approach depends on your industry and company structure and may be effective for certain subsidiaries but inefficient for others.

However, in many instances, a singular solution falls short, necessitating the need for local customization. Varied local regulations, accounting plans, infrastructure, organizational cultures, and languages often make customization imperative.

Considering this, you require a standardized platform that allows for flexibility while delivering maximum value to your company.

A global partner can prove instrumental in structuring data and processes not only at the corporate level but also at the local level, ensuring that your ERP system aligns with both overarching industry standards and the unique requirements of each subsidiary.

5

MITIGATING RISK: A STRATEGIC APPROACH

In international implementations, a structured approach is essential as it helps ensure that the project phases are concise but also assists in maintaining focus and staying on course. Moreover, it provides you with a comprehensive understanding of project costs and scope before start.

Utilizing proven scoping methods will give you a precise understanding of what to anticipate concerning budget, timelines, and resource requirements before committing to an agreement.

Effective scoping empowers you to pinpoint your unique challenges and formulate strategies to address them, whether you're implementing a new solution or optimizing your existing one and resonates with your users.

Instead of overhauling your entire ERP system due to obsolescence or the need for expansion into new markets, consider adopting a modular approach that allows you the flexibility to modify or add modules as needed: Focus solely on Finance while integrating operational applications tailored to your specific business needs.

This approach significantly reduces risk, giving you greater control over the solution.

6

STREAMLINING COMPLIANCE EFFORTS

Engaging with a single global partner provides comprehensive oversight of your international business landscape from headquarters to each subsidiary covering data, security, and compliance.

Whether your ERP solution is on-premises or hosted in the cloud, compliance concerns, regardless of the location, should be alleviated.

Local partners play a pivotal role in this regard, offering invaluable insights into local intricacies and regulations, ensuring compliance in each specific country.

This collaborative approach mitigates compliance complexities and facilitates a more straightforward and efficient path to meeting regulatory demands.



7 EMPHASIZE DATA OVER PROCESSES

When implementing an ERP system across international borders, the synchronization of data and processes is of paramount importance.

The primary objective of this synchronization is typically to establish operational synergies that facilitate swifter and more adaptable consolidation, reporting, and the development of a global Chart of Accounts.

However, from a strategic viewpoint, harmonization offers the distinct advantage of enabling precise cross-country data comparisons and making decision-making genuinely data-centric.

Therefore, it is imperative to give precedence to data and subsequently adjust processes to align with this data-driven approach.



8 STREAMLINE AND SIMPLIFY PROCESSES

Automating a complex process, particularly when it's not fully understood, may result in the creation of a complex and mysterious system.

Hence, it's recommended to follow this sequential flow:

1. Establish a clear understanding of the processes.
2. Simplify these processes.
3. Only then proceed to automate them.

Building systems should occur after your processes have been optimized.

Implementing a new system necessitates significant effort to break away from ingrained thought patterns and old operational habits.

To navigate this transition successfully, it is essential to clean up and simplify your processes and requirements.

Consider eliminating any processes that lack formalization or no longer serve a purpose. By doing so, you can pave the way for a more efficient and streamlined system implementation.

9 OPT FOR PAY-PER-USE EFFICIENCY

If you choose an ERP solution that enables you to deploy only the functionality you need and add more later, you opt for full flexibility – also when it comes to payment.

Embrace a pay-per-use efficiency model that adapts to your evolving requirements.

Avoid confining yourself to inflexible plans or obscured budgets from multiple local partners.



10 TURNING CHANGE INTO OPPORTUNITY

Change is often met with resistance. So, from the outset, it's essential to foster openness and establish a dialogue. Emphasizing the potential advantages of the new ERP solution, both on an individual user level and for the entire organization, can gather greater support for forthcoming changes.

When international projects involve numerous stakeholders across different countries, effective communication is pivotal.

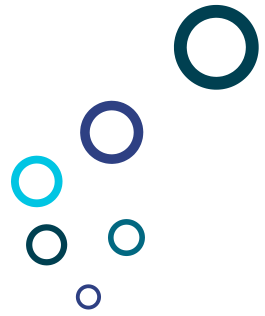
Inadequate messaging can lead to misunderstandings and numerous obstacles to project progress.

It's crucial to communicate the project's objectives, the benefits it will bring, and the associated processes.

Equally important, make sure to uphold your commitments and deliver on the promises you make.

Effective communication not only bridges understanding but also transforms change into an opportunity for progress and growth

HOW CAN MICROSOFT DYNAMICS 365 BENEFIT YOUR ORGANIZATION?



Microsoft Dynamics 365 offers a **flexible** solution for business transformation, regardless of the size or industry of your company.

Choosing an **application-based** platform for your ERP system needs enables efficient management of your entire business operations and leads to enhanced outcomes through data-driven insights.

Dynamics 365 enhances the competitiveness of global enterprises and reinforces **cross-border effectiveness**.

Aligning business data across different countries is a crucial and value-adding aspect, on par with streamlining business processes.

Microsoft Dynamics 365 empowers companies to unify data, convert insights into knowledge, and ultimately

translate that knowledge into **tangible business value** on a global scale, all to optimize operations, engaging customers, and fostering growth and development.

The implementation of Microsoft Dynamics 365 doesn't require a complex ERP setup involving extensive coding.

Instead, you can **seamlessly integrate** the system through apps and modules, ensuring that your solution remains consistently updated and current.

This represents the future direction for any company seeking **agility, intelligence, and transparency**.



HOW CAN PIPOL EMPOWER YOUR BUSINESS TRANSFORMATION?

At Pipol, our singular mission is to help simplify your international ERP projects.

With a legacy dating back to 2001, we've continually developed our unparalleled international expertise and crafted a proven delivery framework that's at your fingertips.

Our delivery framework empowers us to centrally oversee every aspect of a Microsoft Dynamics 365 implementation, ensuring a seamless experience.

As the exclusive global partner specializing in international

collaborations, Pipol is actively present in over 85 countries with 100+ partners.

When you choose Pipol, you gain access to more than just a service – you receive a comprehensive global solution, a robust delivery framework, a unified contract, a cohesive global team, and, significantly, a single point of responsibility for your entire journey, no matter where in the world your operations extend.

Partner with Pipol for a transformative experience tailored to your international success.

Pipol and BE-terna group

Pipol is a company within the BE-terna Group, one of Europe's leading integrators of business software solutions. Pipol operates as an independent brand within the BE-terna group and handles all international Microsoft Dynamics 365 consultancy, implementation, and support.

BE-terna is part of the Telefónica Tech Group.

The Pipol Model



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