6 Steps to a Successful ERP Implementation

Academia's Effective ERP Implementation Process

1. System Preparation:

At first, the standard version of Academia is installed on a centralized server with standard features and functionality upon collecting Institute's basic data. Serosoft's Team provides master data templates for the modules to be functional. Client needs to fill their master data in these templates and upload it to the software. Client's team can then access the system as it gets ready for first use.

2. Gap analysis:

At the second stage, implementation team visits the institute and have one on one discussion with stake holders to map the actual performance of the software with the desired. This process of Gap Analysis is carried out to be sure to map to the most relevant processes being followed in the institute. This mapping is done keeping in mind the best match of the processes and system's capabilities.

3. Detailed deployment plan:

Based on understanding and feedback, we prepare a consolidated Configuration Analysis report which contains information on processes to be mapped to the designated modules. Mutual consent on the plan is taken before moving to step four.

4. Configuration, testing & deployment:

The software is configured as per the detailed configuration analysis report. Once the system is configured and deployed then the implementation team performs an integrity check on the system to ensure a proper unrestricted working.

5. Training & hand holding:

Training of all the required users is important to let the system run smoothly in the institution. We deliver training based on a 'Train the Trainer' approach to the designated coordinators from the Institute's steering committee by holding centralized training workshops for functional representatives of the Institute.

6. Maintenance & enhancement:

After the completion of installation, we provide a comprehensive support to the institute. We use a state of the art support ticketing system, which allows clients to raise queries relating to the software, which gets resolved in stipulated TAT by our support team. On top of this all clients being covered under the comprehensive AMC program receives system upgrades in every three months.