

Technology Change - 5 Key Steps

For companies planning to replace or upgrade core IT systems, the correct approach is critical to making it a success. With the benefit of specialist knowledge and experience it takes the uncertainty out and simplifies the process of identifying and deploying a replacement system to support current and future needs.

The PLC approach may just be right for your organisation:



Alignment

As organisations seek out a competitive edge to achieve sustainable growth they face many challenges in setting and initiating strategic objectives.

Technology increasingly resides at the centre of what organisations and their stakeholders need to achieve - as such it needs to align firmly with organisation strategy. This requires a balancing of risk and complexity, essential to generating a return.

Supplier Relationship

Getting the most out of your supplier relationships is a key factor in many projects and requires a professionally managed approach, not only during the contractual stages, which are well documented, but also throughout the implementation stages. Contracts and controls need to be balanced in meeting your needs and the supplier's ability to deliver.

The continuous evaluation of results will allow you to maximise the return on investment from your supplier partnerships.

With all the information you gather, you will be able to evaluate on a regular basis where attention is needed. Continually engage with your suppliers - good supplier management is one where you can make a very big difference to your organisation with a relatively small effort and expenditure.



“The PLC Partners Method helps to ensure the most effective and efficient technology change and deployment success”

Control and Direct

Yes, you need a method to control and direct but be careful, an 'out the box' methodology will just make matters worse by adding additional layers of bureaucracy that will slow down and destabilise a team.

Use a proven adapted approach that focusses on what is important to your industry and organisation. Most importantly though, remember the 3 key areas to address; expectations, expectation, expectations. Manage and look after these for all stakeholders and most of the rest will follow.



Implementation

There are many high profile cases of projects getting into trouble with extended delays and budgetary overruns, but you should not be daunted.

Key focus should be on, keeping the momentum up, reducing risk, ensuring that change is minimal and in line with business objectives and user testing is well planned and comprehensive.

Use real users to perform user testing and be open to aligning the business processes with the new solution.

Rollout

Enthusiasm and momentum may be flagging now, keep up the communications and ensure adherence to quality standards for switch over. Use a changeover playbook to ensure all tasks and risks are covered. Have user and supplier support walking the floors for the initial live period to deal with any issues immediately.

Holding a project review with internal and external stakeholders shortly after go-live is important to establish if objectives are fully met, to ensure that the SLA is performing, and to provide formal acceptance.



“We can deploy the specialists to bridge the gap between your available resources, solution needs and suppliers, to ensure the successful, quality and efficient deployment of the chosen solution.”

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