White paper

Change management:
building a case for
cloud-based ERP

rackspace®

Cultivate a pro-change mentality

Whether you're considering a transition to a new ERP system, moving from one ERP system to another, upgrading your current ERP system or migrating it to the cloud, the right talent and technology can make a world of difference on your journey.

Yet it's no small feat to hit the ground running with a successful system and a strategy to leverage operational data. It requires careful planning, resource and budget allocation and infrastructure utilization audits, all handled by assigning explicit ownership of information and processes.

A recent Deloitte report cites 10 common barriers to ERP implementation, and the top five all relate to change management:

1. Resistance to change
2. Inadequate sponsorship
3. Unrealistic expectations
4. Poor project management
5. Lack of a compelling case for change

CIOs everywhere have flagged these challenges as requiring leadership buy-in and methodical planning.

As leadership contemplates how to build the case for top-of-the-line ERP offerings, technology continues to evolve. The perks of moving to the cloud have become increasingly apparent as cloud adoption has accelerated. Moving to public cloud or hosted services still seems intimidating to many, as it involves adding to or replacing existing on-premises infrastructure. That means a paradigm shift is in order — cloud is now essential to remaining competitive and lean in a world looking to accommodate outsourced options and leverage cloud agility.
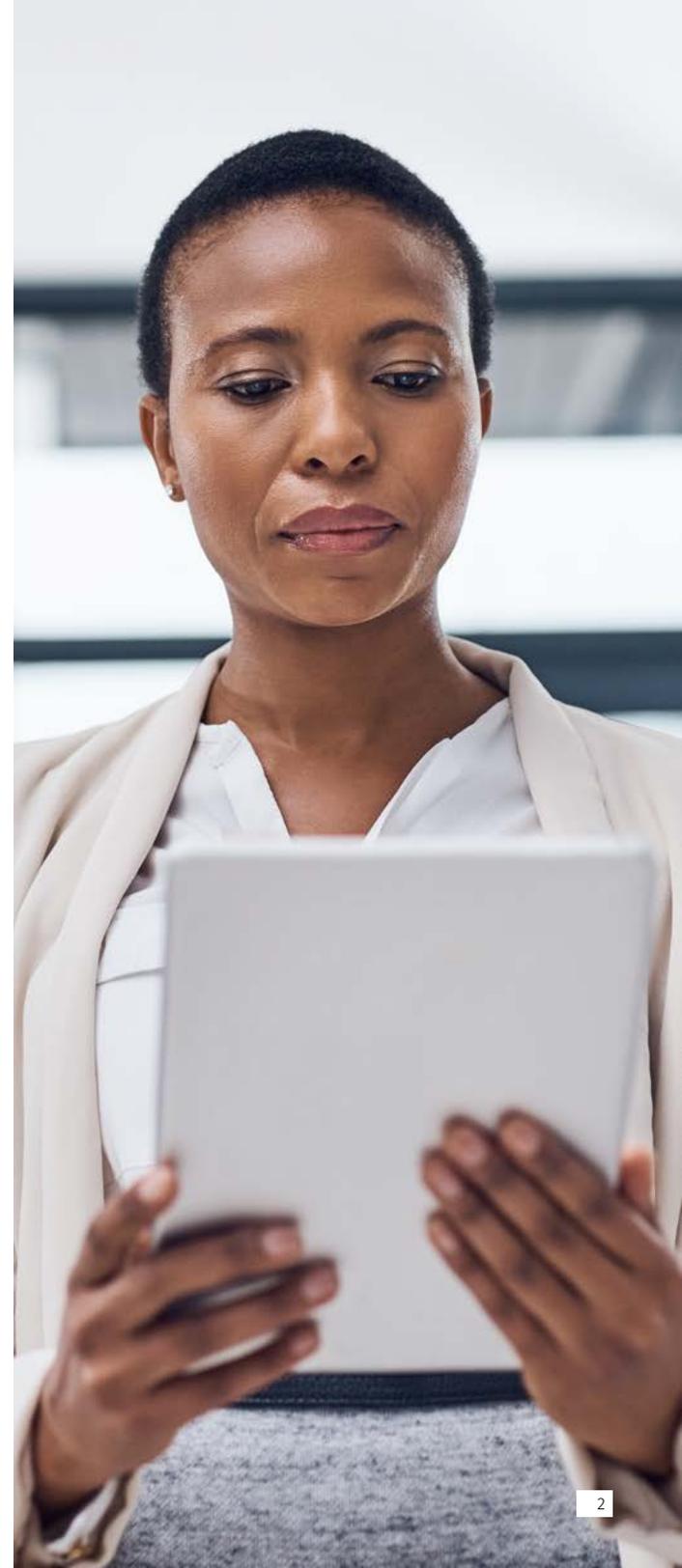
Complicating things further, those now making the move are presented with options that improve the quality of cloud overall but create an initial dilemma. Many leaders are struggling to choose between service providers and products while debating which areas of their business to migrate, and how.

Meanwhile, more and more applications build upon one another in increasingly complex, intricately interdependent environments, making the vendor review process quite rigorous. This requires IT savvy to ensure solutions match specific company needs — now and in the future.

Determine where to start

As you strive to improve operational efficiency, it's helpful to break down the ERP transformation process into knowable, actionable steps. Leading enterprises follow a continuous modernization methodology that ensures the ability to drive optimization even while they are transforming. This four-step process allows them to start strong and succeed in the cloud.

- **Discover and assess** your readiness. Focus on optimizing business and technology challenges that deliver the highest ROI, delivered through best practices.

- **Design** a cloud architecture that is always: resilient, scalable, stable, secure and cost-effective.

- **Transform** and migrate data and apps using proven expertise and methodology, security best practices and best-in-class tools.

rackspace

- **Manage and optimize** your ERP solution effectively — monitor, automate and proactively troubleshoot while continually modernizing your apps, improving security, lowering costs, driving efficiencies and adding business value.

To create buy-in and a long-term roadmap for success, pinpoint processes you'd like to advance, reports and assessments you'd like to improve and overarching business insights you'd like to tap into more consistently. You should be able to paint a rich picture of how the ERP system will improve the work lives of stakeholders across the company — from junior analyst to CEO.

As your company grows, having end-to-end digitization already at the heart of your operations will make scaling up much easier. Not only will a move to the cloud add functionality at your fingertips, it will also help lower costs, freeing up funds for innovative new purposes and optimizing use of your company's assets across the board.

Keep the goal in sight

Investing in your future infrastructure is a wise move, as long as you're smart about your options and the level of flexibility you'll need to make adjustments later. Having trusted advisors on hand to help you manage your IT infrastructure and ERP software will help you avoid being blindsided by future developments. With the right team and expertise at the helm, you'll embrace change rather than fear it.

With these tips in mind, consider yourself one step closer to reaching — and exceeding — your operational goals, all while establishing consensus and creating stakeholder buy-in. That's a major achievement for the future of your business. Want to learn more about your options for ERP? Take a look at our ERP service offerings.

About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at www.rackspace.com or call 1-800-961-2888.

rackspace