



Six Operations Scenarios where a Software Consultant is Necessary

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Summary

Given the complexity of solving enterprise operations inefficiencies, the correct path forward can be difficult to ascertain. In the following paper, we present 6 common scenarios where the best path forward is to engage with a software operations consultant to determine a solution.

6 scenarios

1. Uncertain or constantly shifting requirements

Description

Example, Inc. is a small, but rapidly growing company. There are a variety of constantly evolving operational processes managed in an ever-increasing number of Microsoft Excel spreadsheets. This gives Example the flexibility to change processes on the fly, but several employees spend much of their day just figuring out how to properly track everything on these spreadsheets. Error is common. They would like to replace this with forms, tools and proper systems, but what the final form of what is needed is unclear and what they need for any given month is dynamic.

Solution

Making a correct software purchase when process requirements are rapidly evolving is near impossible. The correct solution is to engage with software consultants who can design a system which can evolve with you over the near term until change becomes less frequent and requirements are certain.

2. An expensive enterprise software system was purchased and sits unused

Description

A senior manager at Example, Inc. was talked into purchasing a large, expensive operational software package. At this point, it sits mostly unused because it doesn't fulfill actual user requirements. The operations managers still need a functional system to track operations, but it is unclear how to move forward. Should they write off this past purchase as a mistake and move on? Is there any way to salvage the money that was spent? How do they prevent this from happening a second time?



Solution

A software operations consultant can investigate why a purchase is unable to be used and provide a roadmap and cost estimate for integration into operations workflows. If the purchased software does not actually solve the intended business issue, the consultant can recommend a solution which will solve the problem.

3. A strategic partnership sets in motion the implementation of a system of unclear utility

Description

Example, Inc. just signed a strategic partnership with a software partner. As part of this partnership, they gain access to software resources at a significant discount. It is unclear how to make the best use of this discount to save the business from paying a higher price for other resources.

Solution

A software consultant can map the needs of the enterprise to the business issues solved by the discounted platform. Based on this information, a recommendation for implementation and retirement of redundant systems can be compiled and provided to operations managers.

4. A purchased software system must be customized to meet internal requirements

Description

After a technology evaluation, operations management at Example, Inc. determined that an off the shelf enterprise solution fulfilled most, but not all, of the requirements necessary for use. This software provided an interface for customization, but it would need to be performed in-house. Example, Inc. lacked the necessary internal engineering resources and didn't see long term utility in hiring an engineering team.

Solution

Example, Inc. without internal custom software expertise contracted out the required customization to a consultant.



5. An operations software solution with a subscription cost was rolled out in the past, but it is unclear if continued use is beneficial

Description

At an earlier point in the history of Example, Inc., they signed up for a per-seat software subscription. As the company has grown, the seat count has radically increased the cost of the solution, but their requirements have changed. It's unclear that the per-seat cost actually provides the requisite utility.

Solution

A software consultant can examine current user requirements and determine the utility of the current solution and if cost savings could be generated by either moving to a new solution or building a custom in-house solution.

6. Several end users have preferred enterprise software systems, which need to be integrated together

Description

Example Inc. has recently hired several area experts as part of a growth strategy. Each of these experts requires the use of specific software tools. All of these must be integrated together and integrated into the previously existing operational platform.

Solution

A software consultant can design and execute an integration plan to integrate the various toolkits into a single unified platform.

Summary

Accendero Software, Inc. has expertise in all of these scenarios and can walk you through the process of getting a rock-solid enterprise software system in place. Contact us today: info@accendero.com.

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