

A woman in a black suit and necklace is standing and smiling, holding a white marker, presenting to a group of people seated around a large conference table. The room has large windows overlooking a modern building. The text is overlaid on the left side of the image.

FINANCE PROS SHARE TIPS FOR EVALUATING BUSINESS MANAGEMENT SOFTWARE

Learn What Financial Leaders Look For When
Considering Upgrading Their Technology



Grab a seat and enjoy.

Read Time: 4 minutes

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Whether you are a first time buyer of business management software, or a seasoned implementer, evaluating software can be a daunting and stressful task. The terminology associated with choosing a new platform—public cloud, private cloud, hybrid cloud, SaaS, PaaS, IaaS—and the myriad of solution offerings—ERP, CRM, HCM—makes for a confusing alphabet soup for even the most experienced professionals.

But the benefits of choosing the right solution are substantial, and, when implemented efficiently and built to enable business strategy, can:

- Create a happier working environment.
- Improve your profit margins.
- Increase revenue.
- Increase collaboration.
- Improve document control.

To provide companies going through an ERP evaluation with some perspective, NetSuite reached out to the finance professionals of leading SMBs (also NetSuite customers) and asked them to share their thoughts and advice on the process with others considering solutions. Here is a look at what they told us about the importance of change management, support and more.



OpenSymmetry
from strategy to success.

“It was important for us to evaluate the ERP system focusing on the end-user experience, in particular, understanding how much ownership could we give employees to allow simple configuration changes, dashboard setup and report generation.

Did the ERP we were evaluating have the capability to intuitively allow end-users to build dashboards and make minor setup changes or did it require technical expertise to customise? Our previous ERP had required a much higher level of customisation versus configuration, so putting control back into the hands of the end-user to create a more efficient and cost-effective experience was what we wanted with our next ERP.”

— **Aaron Mudry**, Director of Accounting and Finance, OpenSymmetry



“An important factor to consider when evaluating and implementing ERP software is change management. To ensure success, you must define clear expectations across the organisation, including external partners, while maintaining open lines of communication throughout the process.

Technical hurdles can be alleviated with proper resources and planning. However, without buy-in from all stakeholders, you will face challenges that may be difficult to overcome by causing delays and affecting the overall success of the implementation. Make sure the companies you evaluate have resources available to assist with change management and don't leave you stranded outside of the technical requirements.”

— **Jason Balk**, Chief Financial Officer, Adtegrity



“In my professional life, I have used a wide variety of ERP solutions. What sets NetSuite apart is its ease of use, accessibility, reporting tools and just being an overall comprehensive business solution.

We love the ability to get an automated financial report of a business unit’s performance and being able to drill down from that report to see the individual invoices that make up the revenues and expenses. We can even see who entered and approved those invoices. And all of this can be done from anywhere in the world using any device connected to the internet including smartphones, tablets, Mac’s or PC’s.”

— **Fidel Dhana**, CPA, SVP Finance and Chief Accounting Officer, Zumba Fitness



“I would strongly recommend considering the following four basic evaluation and selection criteria:

1. **Software functionality** – Can it meet our company’s needs/ requirements and continue to do so in the future?
2. **Support** – Is there good support for installing and maintaining the software, including development?
3. **Stability, long-term viability of the company** (strong business partner)
4. **Cost** – Installation and recurring

Software-as-a-Service (SaaS) is the only delivery option I would recommend and not an in-house solution (subscribe to a system vs. own) as this allows you to subscribe to needed functionality and add functionality to meet changing business needs. Also, this option allows you to minimise in-house IT resources and is the direction all software providers are heading and should prove to be the most flexible, least costly approach when considering all costs of an on-premise solution.”

— **John Ferguson**, Chief Financial Officer, M. Brashem, Inc.

CONCLUSION

Whatever the driving factor may be behind taking the business decision to upgrade your technology, there are some key factors that should always be included in the process:

- [Assess what the end-user experience will be](#). Putting control into the hands of the end-user and involving them in the evaluation process will help to create a more efficient and cost-effective experience.
- [Change can be hard work, it's vitally important to manage it effectively to ensure success](#). Having buy-in from all stakeholders will help to alleviate potential challenges and make the implementation an overall success.
- [Go to the cloud](#). Only a built-for-the-cloud solution can truly provide the necessary functionality and flexibility that's suitable for a modern business.

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