



## CASE STUDY

# MAKING THE BEST TECHNOLOGY SELECTION TO OPTIMIZE SCALABILITY

A Quantitative ERP Selection Process Ensures Long-term Alignment & Best Fit

TRANSFORM

### THE BUSINESS CHALLENGE

After a few years of fast growth, this client **had suddenly gained several new Tier 1 customers** and was poised to move into the top level of industry players. To be able to service those customers, however, they **needed to scale up effectively and very quickly**. They had already worked with AGSI to conduct a broad business process improvement initiative, and they were now ready to replace a financial system whose capabilities they had outgrown. With a complex business model driving the need for an upgrade to a robust ERP platform, our client recognized that they were at a tipping point and ready for real transformation. They needed expert help, fast, to validate their requirements, select the right solution and negotiate the contract, helping them to define and reach their best future state.

### AGSI'S HIGH-LEVERAGE SOLUTION

AGSI's **extensive ERP selection experience and intellectual property were key accelerators** in the aggressive timeframe of this engagement. After aligning our client's strategic intent with all business processes and objectives for the business units, we identified six potential solution providers and applied our **rigorous selection framework**. The framework helped the team validate requirements, identify gaps between requirements and best practices, define decision criteria and then prioritize the criteria. Our **forced ranking model** also removed bias, ensuring objective decision-making and enabling us to narrow the field quantitatively to three vendor prospects.

Those three were invited to participate in detailed demonstrations and use cases that we set up featuring the client's on-the-ground processes. Based on the results, **we were able to recommend the best fit, facilitate contract negotiations, obtain aggressive pricing and drive a plan for expedited implementation**. Our client had clarity on the goals for success throughout, and at the end they had confidence that they were ready and able to move to the top level in their industry and serve major new customers effectively.

### VALUE TO THE ENTERPRISE

This **company now has the business processes, operations management and technology platform not just to scale but also to scale quickly** as new opportunities develop. They have an ERP solution that is the best fit for a future state defined to align with their long-term objectives. And AGSI's experience and knowledge base relative to vendor practices ensured that our client **got the best possible pricing and implementation support** for their choice.

### IN BRIEF

#### CLIENT:

Healthcare / Device Benefit Manager

#### ENGAGEMENT:

ERP Selection

#### CHALLENGE:

In order to scale aggressively in the face of fast growth, select a new ERP platform that will support identified goals for upgraded enterprise performance

#### OUTCOME:

A quantitative selection process produced a strong, best-fit platform and ensures the flexibility to scale as present and future opportunities demand