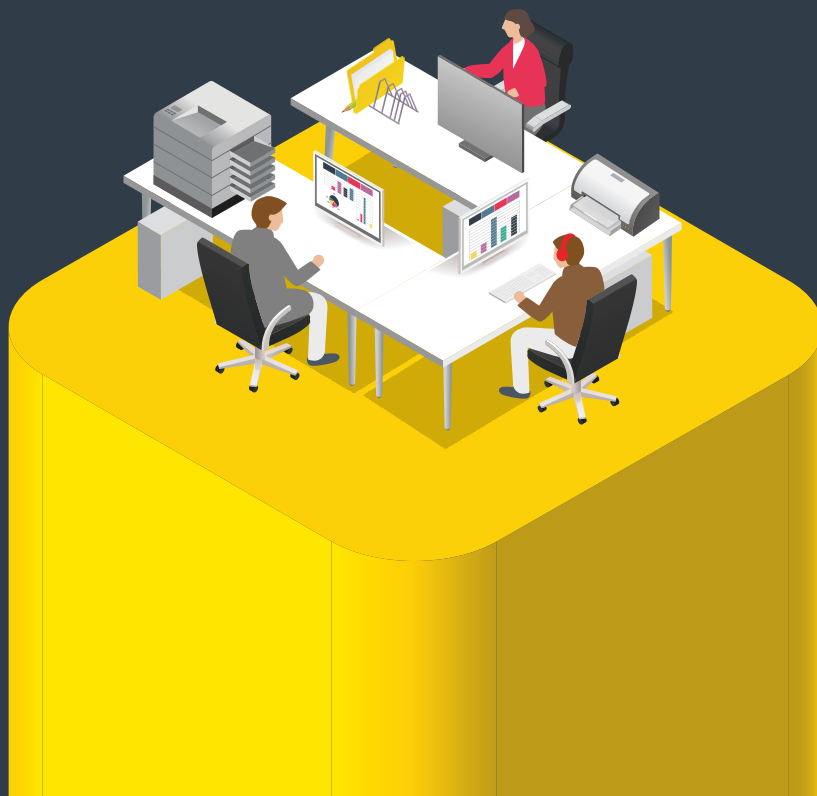# Outdated Software Holding You Back?

Find out how modern ERP systems can accelerate business growth

The Future Success and Growth of Your Business

Is your ERP system based on old technology? If so, you likely already know how expensive it is to maintain and how poorly it adapts to your business's evolving needs.

As new ways to do business arise, you may have also found yourself tacking on external solutions rather than integrating them. This often leads to a complicated patchwork of systems from different providers that struggle to work together. You may believe the solution is simply to upgrade to the next available suite from your current provider but this could be a mistake.

Modern ERP applications have changed the ERP/business management software landscape so it's important to explore all of your options.

This decision is fundamental to the future success and growth of your business so it is important to take the time to look at alternative systems.

Also, many upgrades are not 'push button' solutions – they require the same planning, data conversion and process evaluation as switching to a completely new system.

Don't invest in a system that leaves you facing the same challenges. Instead, see this as an opportunity to set up your business for future success.

5 Signs Your Business Management Software Might Be Failing Your Business.

It is very easy to get so caught up in the daily operations of your business that you miss valuable opportunities to save time, money and resources; all of which could be crucial to your company's performance. Take a look at the following system inhibitors that could slow you down …

1. Reporting Capabilities

When you can't get the information you need to make sound business decisions you can miss out on critical opportunities to improve your bottom line…

- Can you customize analytics dashboards and/or reports at role and user level?

- Does your current system include an integrated analytics tool enabling you to efficiently analyze data from any part of the business?

- Can you generate ad-hoc reports when required?

- Are you still manually exporting to Excel for analysis purposes?

- Do you have access to up-to-the-minute, real-time data?

- Have you got the ability to drill down to the finer details of your reports for further analysis?

- Can you unlock the full value of your data to make accurate future forecasts?

- Do you have seamless access to data to support a more efficient and robust decision making process?

- Can you set up scheduled reports with automatic emails sent to a predefined list of recipients?

- Can you get KPIs automatically delivered to your email or smartphone?

2. Staff Frustration

When end-users start to complain or improvise, things can get messy...

· Are staff frustrations and complaints rising?

· Is your software inhibiting users from completing tasks?

· Are staff resorting to manual processes or working outside the system using tools like Excel etc. in order to carry out their jobs?

· Are you entering the same data more than once?

· Can you maintain effective stock levels to maximize profit margins and manage cash flow?

· Can you easily customize end users screens and dashboards to reflect their unique requirements and KPIs?

· Can you automate processes using workflows to simplify repetitive tasks?

· Can you manage user restrictions and access capabilities using role-based security policies?

3. Poor Customer Service

Poor customer service spreads like wildfire...

· Are you able to communicate timely, accurate updates to your customers?

· Are you able to fulfill requests for statements/invoices to be sent via email?

· Can you access vital customer sales information at order entry/point of contact?

· Can you target special offers or marketing campaigns to different categories of customers?

· Can you effectively manage your customer credit terms and debtor days?

· Do you have a returns policy that enables you to deal with queries efficiently and effectively?

· Can your remote teams capture customer data/ information on their smartphones or tablets, syncing in real-time with your software system?

4. Outdated Technology

It's understandable to want to hang on to the familiarity of your existing system but at what cost to your business?...

· Are you still working on a DOS or old legacy system?

· Have you had custom work carried out and are now unable to update your system?

· Are you able to modify your software to facilitate changes in your business operations (e.g. acquiring other businesses, increasing or diversifying your product portfolio, etc.)?

· Are you confident in the security of your data?

· Is your current software vendor charging extra for regulatory compliance updates?

· Have you got the ability to back up your data online?

· Have you got access to full historical traceability throughout your system?

· Are you using the Internet effectively? Can you carry out business electronically?

· Are staff downloading software to bridge gaps in your software capabilities?

· Are you able to take advantage of new technologies e.g. mobile solutions, fully integrated eCommerce solutions?

5. Inadequate Vendor Support

Downtime costs money...

· Have your support costs risen significantly?

· Are your support issues dealt with efficiently?

· Has your vendor discontinued a product and removed all related support services?

· Have you got access to local support services from front-line support personnel to the development team?

· Have you got access to useful tools and resources to help you utilize your software solution more efficiently e.g. hints/tips, manuals?

Consider All Your Options

We've taken many a call from a frustrated business owner looking to throw their current systems out in favor of the first system they can find. We would always advise people to slow down and consider all the alternatives and then make your final decision.

1. **If you are being put under pressure to upgrade, ask your current vendor for time to consider your options.**

In spite of the initial pressure, you should be given plenty of time to make a balanced decision. If you need more time, ask for it. Just don't leave it until the last minute!

2. **Remember upgrades are often not 'push-button' solutions.**

They often require the same planning, data conversion and process evaluation as a change to a different solution so don't naively think it's as simple as ABC. Ensure the upgrade resolves any issues you are currently experiencing e.g. if you are not getting the information you need or you find yourself having to enter data twice, then you will need to ensure the upgrade can remedy these issues.

3. **Make a list of your current and future business requirements.**

Note the various time-consuming tasks that you believe can be solved by technology. Consider the scope of what you want to achieve with your business software in the coming years e.g. will you be looking for an eCommerce website and want it to integrate seamlessly into your back-office system? Are you looking to become more mobile? Will you be adding new branches? Can your upgrade offering or the systems you're looking at provide these?

The Power of Modern ERP/ Business Management Systems

In the past, ERP technology has been slow to change but the last few years have seen some major forces at work.

In fact ERP software has been evolving at breakneck speed with greater mobility, analytics & reporting options and seamless integration with third party applications now an important element of most ERP implementations.

New enterprise applications are replacing old software as companies seek to access one flexible system to run their entire business.

One Version of the Truth

Future-ready, modern ERP systems, such as GenetiQ, offer seamlessly integrated systems and common data sets giving you complete transparency over your data. All relevant information can be presented, utilized and queried in any area of the application and across every level of your business.

Using the core business intelligence functionality within the system, you can configure roles or user level workspaces to include all the necessary information and controls they require on a day-to-day basis.

Working from a central system will enable you to configure a series of company-specific alerts based on certain conditions being met. This allows the management team to automate reports and/or alerts based on exceptions.

Future-Proofed Solutions

Future-proofed ERP systems extend beyond the walls of your business and support ongoing real-time change, embedded analytics, growth and diversification with ease. They enable you to embrace the latest technologies, become more mobile and take advantage of new sales channels. They can also scale from 5 to 1,000 users across multiple jurisdictions within the same application.

There are no in-built limitations such as transaction or user limits. Today's ERP providers should have a published roadmap so you can be confident that the product will continually be developed with customer-centric innovations.

Remember that some ERP providers offer a large and complex portfolio of solutions, many of which are not developed by them or are run on a legacy piece of software so make sure to inquire when & how the software was developed and the vision for its future.

Flexibility as Standard

Many modern ERP systems will allow you to configure role-specific or cross-role workflow queries. This functionality allows on-site customization to suit your business rules & processes. You can instruct the system to push action items to the relevant users based on your commands in an automated fashion.

Where workflow queries are optimized users no longer have to produce reports to extract information. Instead the information is pushed to the user for them to act on straight away.

Some systems allow end users to add unlimited user-defined fields, tables and logic very simply using standard user customization tools. This really helps lower the total cost of ownership as you are in control of this functionality.

Fully Integrated Solution

Seek out an open system that has been built with integration in mind. The solution's integration and web services should allow you to integrate any third-party systems you currently use, love or need to keep; or indeed any best-of-breed systems you may want to add in the future.

In addition, modern ERP systems should come with SRM (Supplier Relationship Management) as standard with the option to include the fully integrated CRM module if required.

They should also offer an integrated e-commerce and enterprise mobility solution to ensure you can take advantage of these new technologies/distribution platforms whilst still ensuring all data is synchronized to your ERP system.

The GenetiQ Difference

We offer flexible ERP software designed specifically for lumber and building materials businesses, helping you operate at your highest potential.

Built on a modern platform, GenetiQ delivers comprehensive, proven enterprise-wide functionality and features, continuously evolving to meet your needs. It seamlessly integrates all areas of your business, empowering you to achieve the best version of your operations — future-proofed for growth.

Designed for today's digital economy, GenetiQ supports every level of your business. It ensures you have the system you need now, while being robust enough to scale and adapt to future demands.

GenetiQ

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Revolutionize your business with GenetiQ

For more information, please contact us at
www.genetiqerp.com

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