

Background

Order intake and fulfillment are critical to any business. A New Brunswick based health services company's order intake to fulfillment process was paper intensive, experienced excessive redundancy and manual interventions between the various systems supporting the process.

Approach

IPSG Technology Inc.'s approach was to initially conduct a business and technology assessment. The business and technology assessment allowed us to understand the organization's strategic plan, key operational processes (intersecting with order management), pain points and the organization's existing digital capacity to support current state business and future state plans.

Digital Transformation Roadmap

Using the knowledge gained through the assessment, IPSG Technology Inc. developed a digital transformation road map. The intent of the roadmap is to prioritize the organization's technology investment to create efficiencies, increase productivity, and provide more effective reporting to drive revenue and profit. This road map identified the need for an enterprise-wide system, specifically, an Enterprise Resource Planning (ERP) system with potential for future e-commerce capabilities. The roadmap also included an implementation plan structured to address the organization's key operation pain points initially, then follow a phased approach that would see the phased implementation address medium- and long-term requirements.

Outcome

The immediate outcome was the client engaged IPSG Technology Inc. to implement the first stage of the digital transformation road map which included the development of a detailed business and technical requirements document and then conducting an ERP vendor selection phase including identifying top vendors that could meet their requirements and managing the vendor selection phase including: debriefing vendors on the client environment; scheduling product demonstrations; conducting vendor product debriefing sessions; development of vendor demonstration scripts; development of client vendor scorecards; facilitating product demonstrations; conducting briefing sessions after each vendor demonstration; compiling results including pricing, references and vendor project implementation approach; and supporting the organization throughout their internal evaluation.