The Importance of Integration to a Successful ERP Transformation

Joshua Whitworth, Chief Deputy Controller, State of Idaho
Yvette Turner Stephens, Senior Manager, Deloitte Consulting LLP
John Doyle, Senior Manager, Deloitte Consulting LLP

March 18, 2020
Presenters:

Joshua Whitworth
Chief Deputy Controller
State of Idaho

Yvette Turner Stephens
Senior Manager
Deloitte Consulting LLP

John Doyle
Senior Manager
Deloitte Consulting LLP
It’s more than technical integration

• With Cloud ERP solutions becoming more mature, many states are looking to upgrade or replace their current solutions.

• Successful implementation requires a focus on the role of integration at several levels and at different stages of the project beyond just the technical.

• Proactively seeking integration at each of these levels sets the foundation for success.
A strong integration framework is critical to success
Organizational integration lays the foundation

• Will your ERP be viewed as a State-wide system or the State Controller’s system?

• How will you integrate other controlling agencies of ERP functions being implemented?

• What does sustainment look like in your future?
Delivery team integration leads to increased collaboration

• How will you staff the right State personnel on your project?

• Are you open to a hybrid delivery model?

• What project culture do you want to create?
Technical integration is easy

- Will you use the ERP’s integration engine or an Enterprise Service Bus to share data?
Integrating end users early and often will increase system acceptance

• How will you effectively engage end users in the design and testing of the new system?

• What change management and communications model will work best for your state?
Good luck in selecting the best integration mix for your State

• Start with the end in mind – *plan for sustainment early*

• Create a project culture that best reflects your mission – *build a diverse, inclusive and collaborative team environment*

• Engage end users early and often – *the more they are involved, the more willingly they will come along*

• Remind your technical team that integration is more than technical data integration – *people matter too 😊*
This presentation contains general information only and Deloitte is not, by means of this presentation, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication.

About Deloitte
Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the “Deloitte” name in the United States and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.