Knowledge11

ERP for IT – Vision to Reality

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Learn Share Connect

Why are we here?

- Share our vision & strategy for “ERP for IT and beyond”
- Present our program approach, critical success factors, execution methodology
- Share our experience - what worked, what didn’t work at Staples?

ERP for IT…and beyond

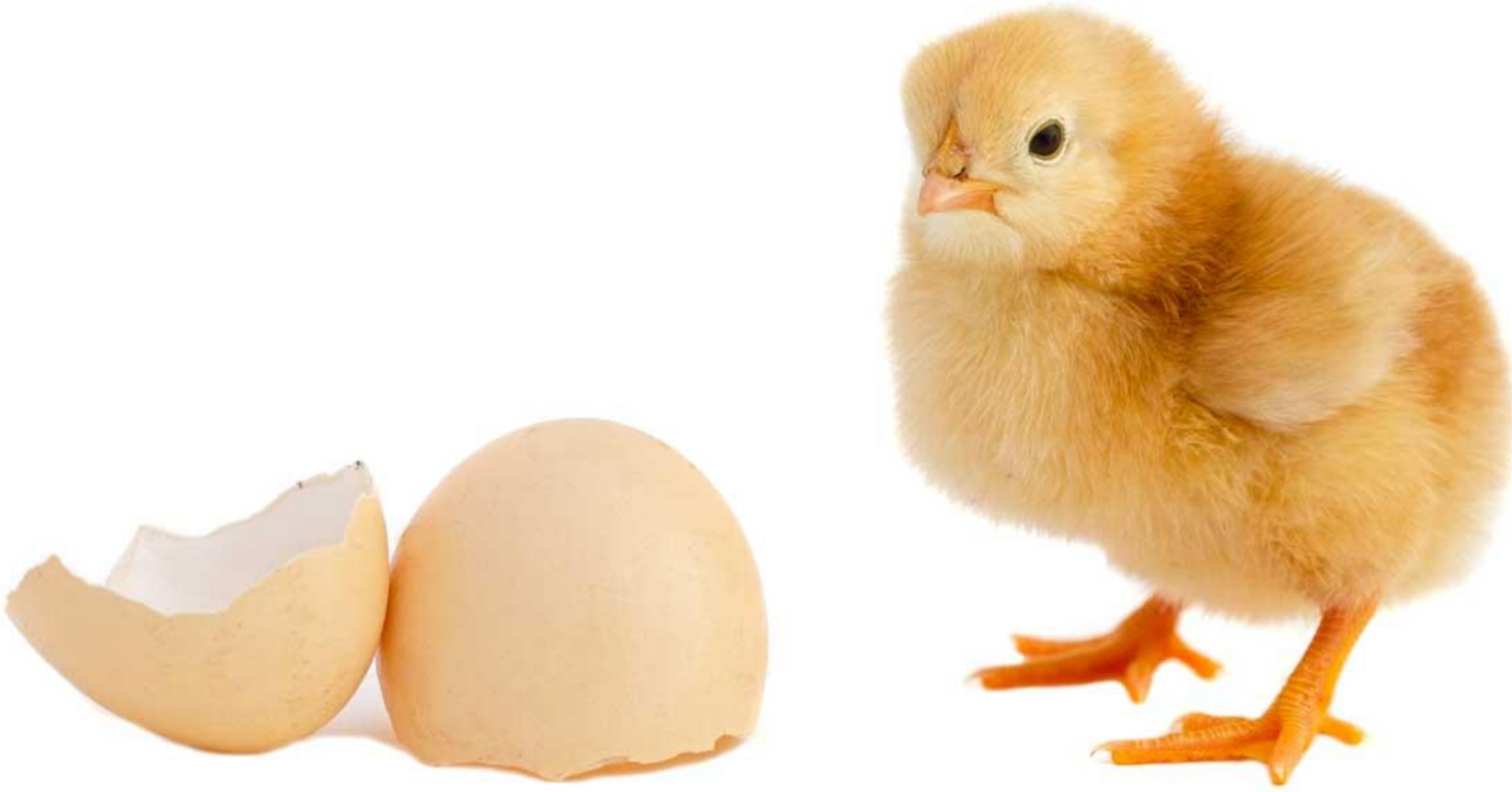
Global

User Friendly

Integrated

A strategic program to consolidate technology, better integrate processes and thus become a Global IT organization

Process Evolution…



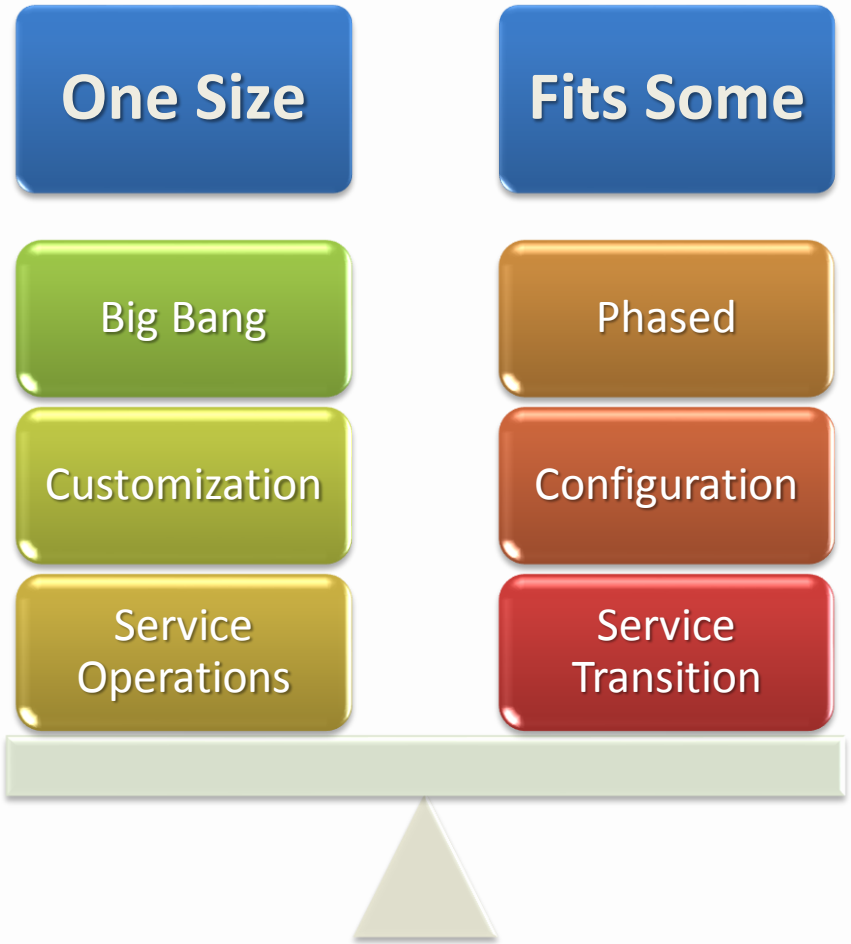
Considerations

…a difficult choice to make

Should we implement our core operational processes first?

How much is too much?

How do we manage such large organization changes at once?

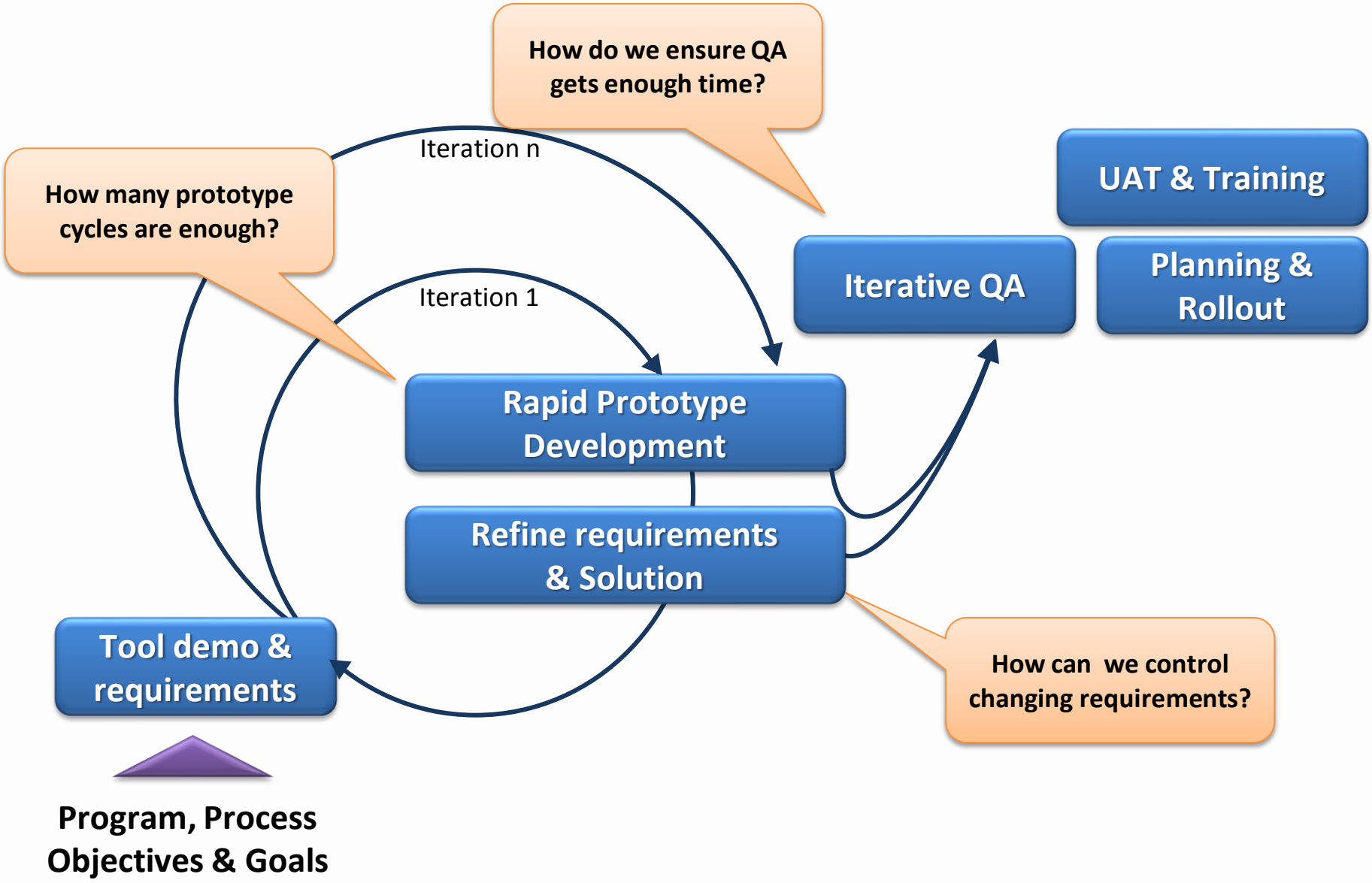


…or should we build the foundation capabilities first?

How to handle the complex requirements?

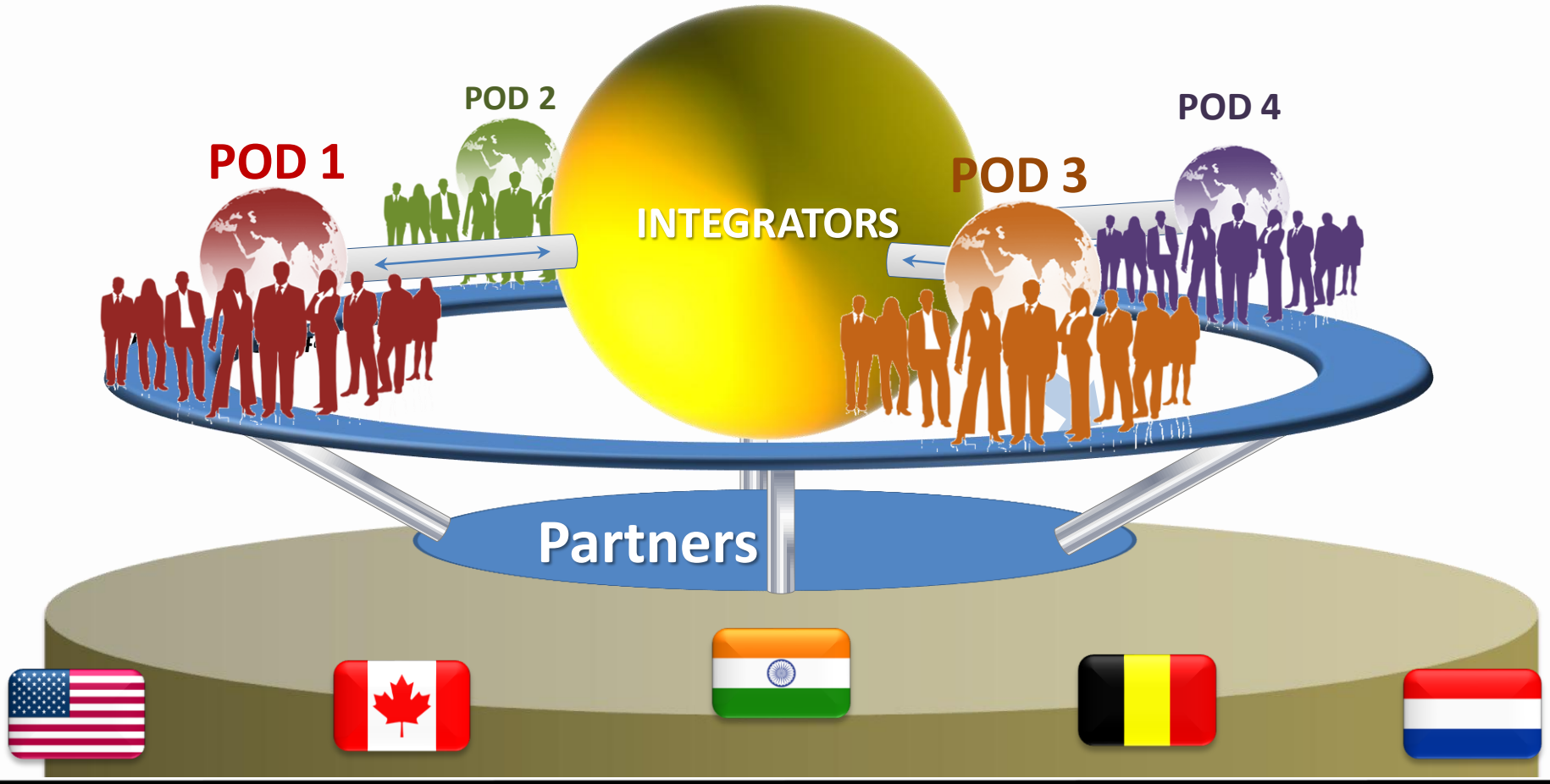
How do we work in multi-tool environment going in phases with geographies?

Iterative Development



Collaborative Development

Virtual Pods: Building synergies between global teams

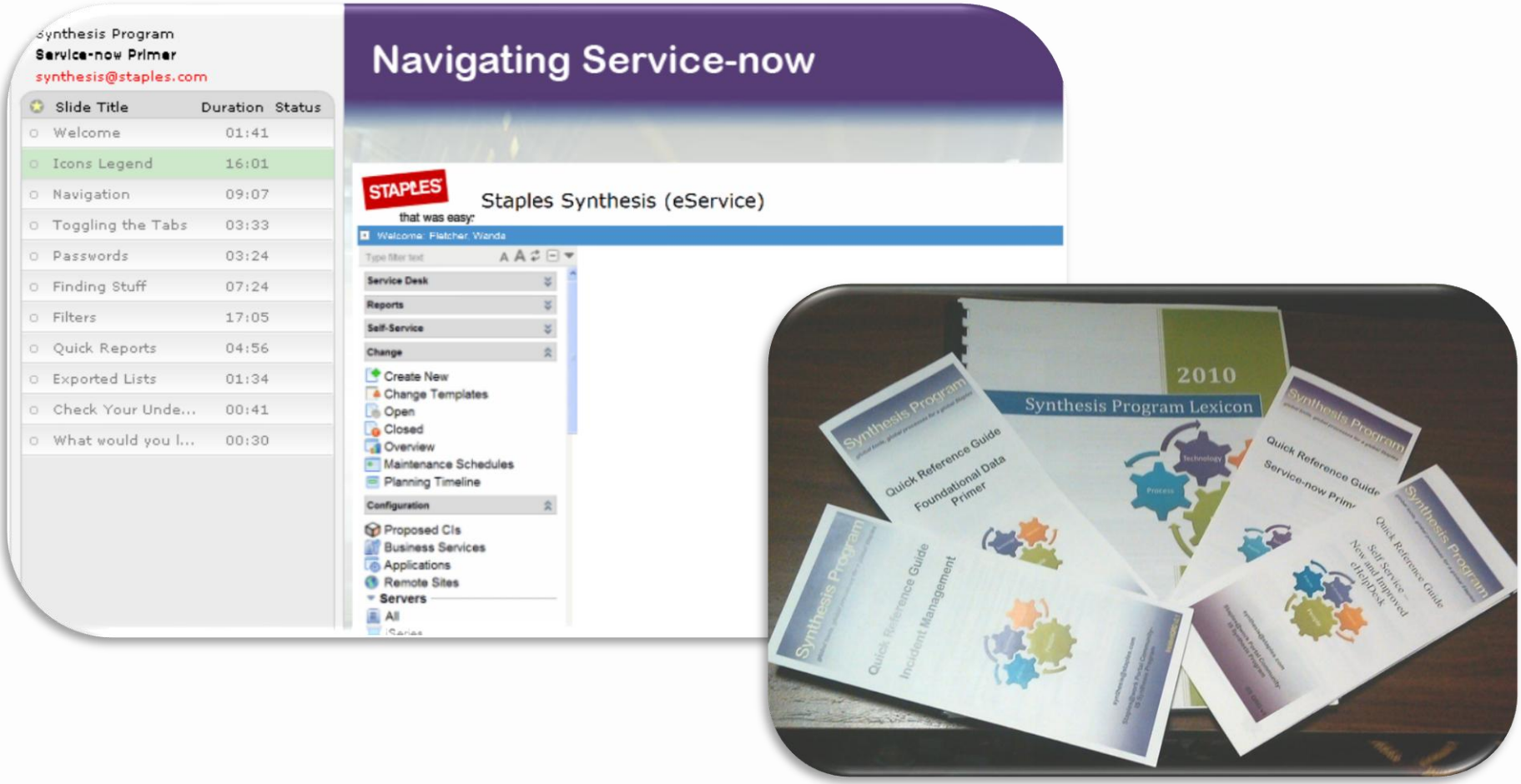


Lay the Foundation

Enabling Change

Comm

Digital Classrooms & Training Materials



"D" Day – Deployment Day

Global Rollout – Follow the Sun

4 AM

Europe

6 AM

India

8 AM

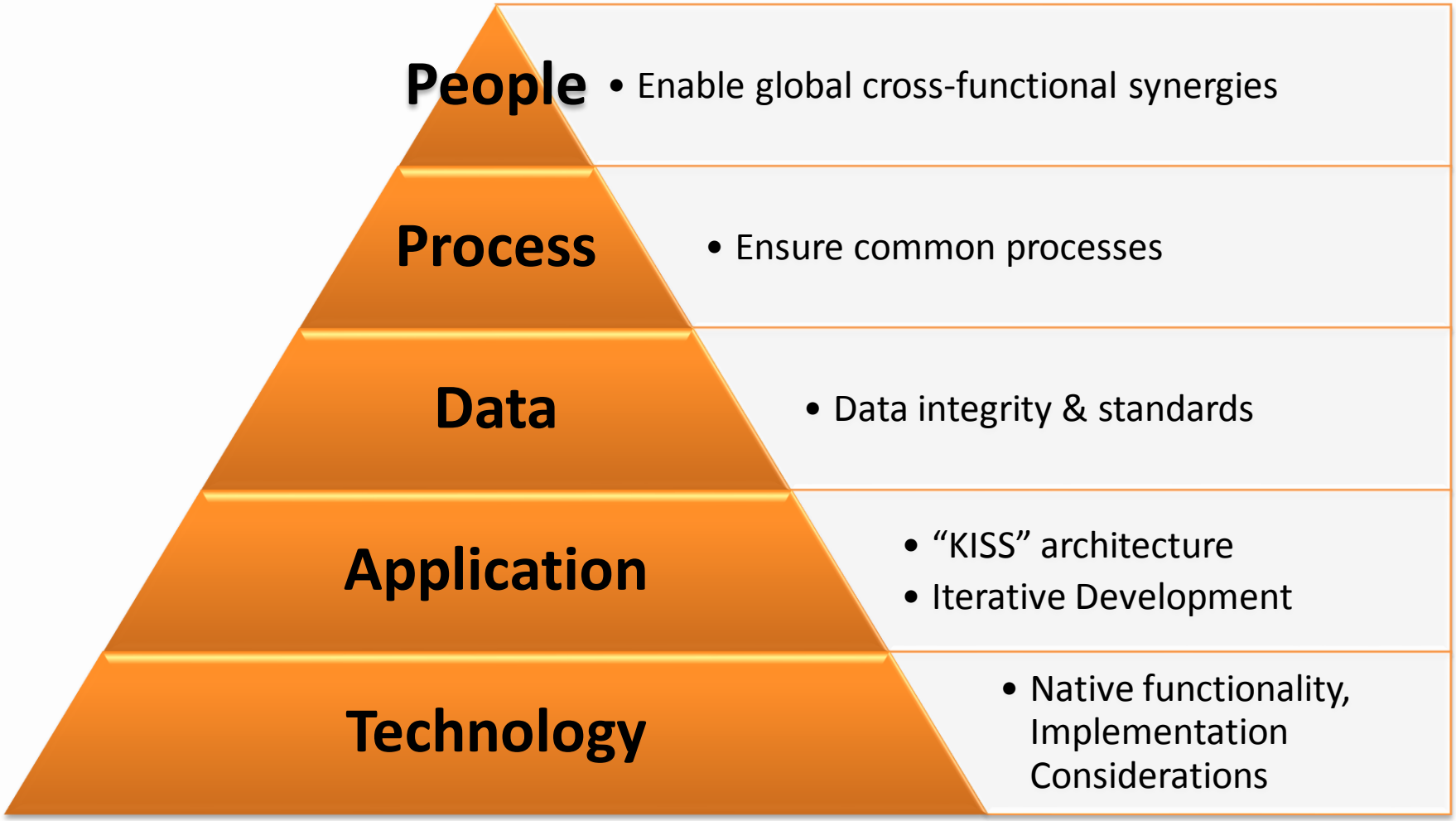
North America

Global Command Center

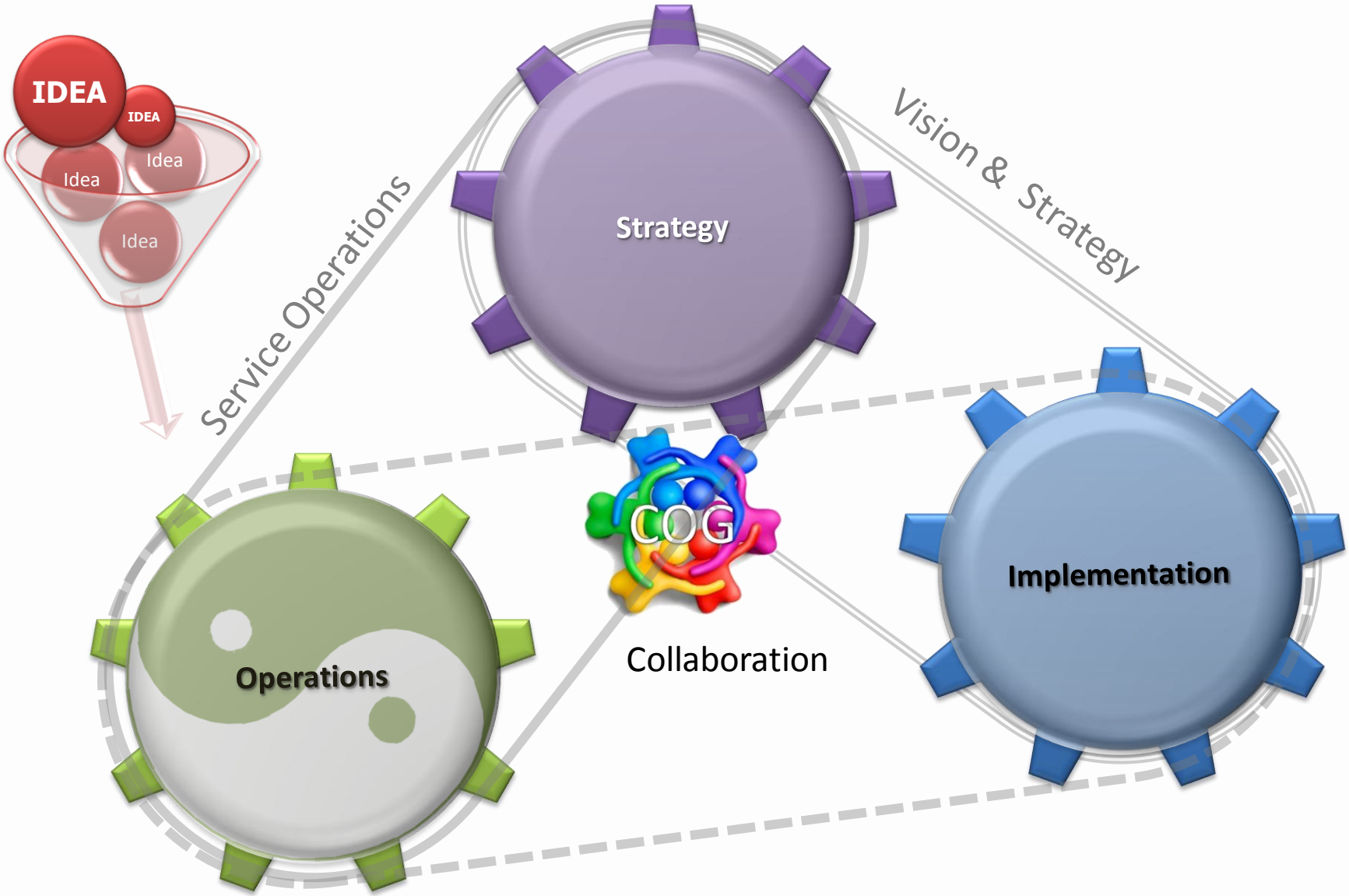
Global Program = Global Support

Staples & Infosys partnership to support Operations for 30 days after Go-Live

Our solution architecture



How are we sustaining?



Our Learnings

- The Devil is in the DATA!
- There is a happy medium between “specialized” developers and “generalist” developers
- Notifications are great…..in moderation!
- Create and use one, global language….No, I don’t mean English
- Training & Communication is not “one size fits all”

Key Takeaways

- Common process drives common systems
- Don’t neglect true architecture & governance
- Just because you CAN do something, doesn’t mean you SHOULD
- Keep it Simple & Easy
- Before automating something, ensure you can manually execute it consistently

Q& A

Thank You

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