

Talking Business
from
SFRD Services

Your **big** project

Avoid the **mistakes** of others

Part 8

Data

Still keeping to your Best Practice programme?

- Is your data getting better?
- Part of your Best Practice programme **must be to improve** the quality of the data that you hold on, for example:
 - **Customers**
 - **Prospects**
 - **Sales**
 - **‘Commercial’**
 - **Products**

Bad data costs you money

- It **reduces your value** in the eyes of your customers
- It **disheartens your team**
- It is **environmentally incorrect!**
- It **will kill your project** – **dead**
- You could **end up in court**

Understanding your data is critical

- You need to understand **how every field is used** properly
- **Everyone** in the core and local teams **must understand how every field is used**
- Full description of the **meaning of each field**
- **Why** it is important
- Acceptable **values**
- Data **upload rules**

Global SAP Template – implementation Country B - 2012

- Large industrial supply company

Purpose:

- Implement the SAP global template to replace an old local system

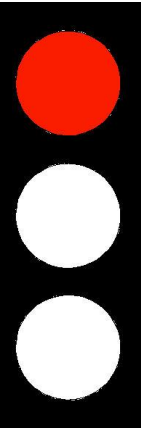
Good:

- It exposed many of the issues in the business that had been hidden by the legacy systems

Bad:

- Complex tax requirements
- Failure to capitalise on the functionality brought by the new system
- Lack of appreciation of the changes required to existing processes
- Training
- Local IT team ignoring global instructions

They didn't want to believe me when I compared them to the Titanic!



Data enhancement for your project – even if you addressed this as part of the Best Practice Programme

- **Clean your data** to make it suitable for the new world
- **Enhance your data** so that it is more useful for your organisation
- **Enhance your data** so that it uploads without any issues
- When the inevitable **issues occur fully document and understand** them – **learn from them**
- Ensure that **all training material explains** the **global data standards**

Data enhancement for your business

- Aids you in getting **new business**
- Aids your **understanding** of the business
- **Improves your image** with customers
- **Reduces your costs**
- Makes it **easier** for your staff **to do their job**

Understand how you will use your data

- Day to day operations
- Standard sales and financial reporting – one source, one story
- Gaining new business
- Understanding the wider market

Publish

- Make sure **that everyone involved with data receives a copy of the data 'dictionary'**
- **Include those in the 'extended' Best Practice team** as they are your ambassadors
- Make it clear – **this is what everyone works to**
- If you **get it right** at this stage **you have a chance of success**

Rigorously test your data during system / user testing

- Ensure **all data complies with Best Practice**
- **Find the faults in each upload** - ensure that they are eradicated before go-live
- **Use real data in testing:**
 - compare with the result in the existing system
 - compare with the Best Practice result

Bad data

- Wastes money
- Kills projects
- Kills businesses

Don't be stupid – work hard and make sure that all data complies with the rules

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