

THE ART AND SCIENCE OF IMPLEMENTATIONS AND EXPANSIONS

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Global Implementation & Integrations

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Brian has been guiding IQNavigator clients and partners throughout the implementation lifecycle for more than 9 years. Brian is IQNavigator's comprehensive business solutions subject-matter expert and lead innovator of LaunchIQ – IQNavigator's market-leading implementation methodology developed from working with hundreds of the world's best known brands.

- » **Implementation Myths & Facts**
- » **Eating the Elephant: How to Determine Scope**
- » **Lather, Rinse, Repeat**
- » **Reducing Frustration, Friction, and Flare-ups**
- » **Question and Answer Session**

A GUIDING PHILOSOPHY

“It’s more important that a system rolls out right than fast. Best-in-class P2P providers balance rapid implementation with effective strategy and high quality execution to expedite quick gains in efficiency and compliance. Swift ROI from a P2P system requires an implementation process that’s better, not just faster, concentrated on unique customer requirements, expert project management, and widespread user adoption.”

- From a recent blog post at Spendmatters.com

IMPLEMENTATION MYTHS & FACTS

- » **You can start a VMS implementation without thinking through how to best scope and phase it according to your organization's needs**
- » **A VMS implementation should be treated like you would any enterprise software deployment**
- » **One VMS implementation is just like another and doesn't need to take your culture, goals, and objectives into account**

FALSE. Scoping and phasing is a critical step to getting started on the right foot

TRUE. Approaching your implementation like you would any enterprise deployment will greatly increase your chances for success

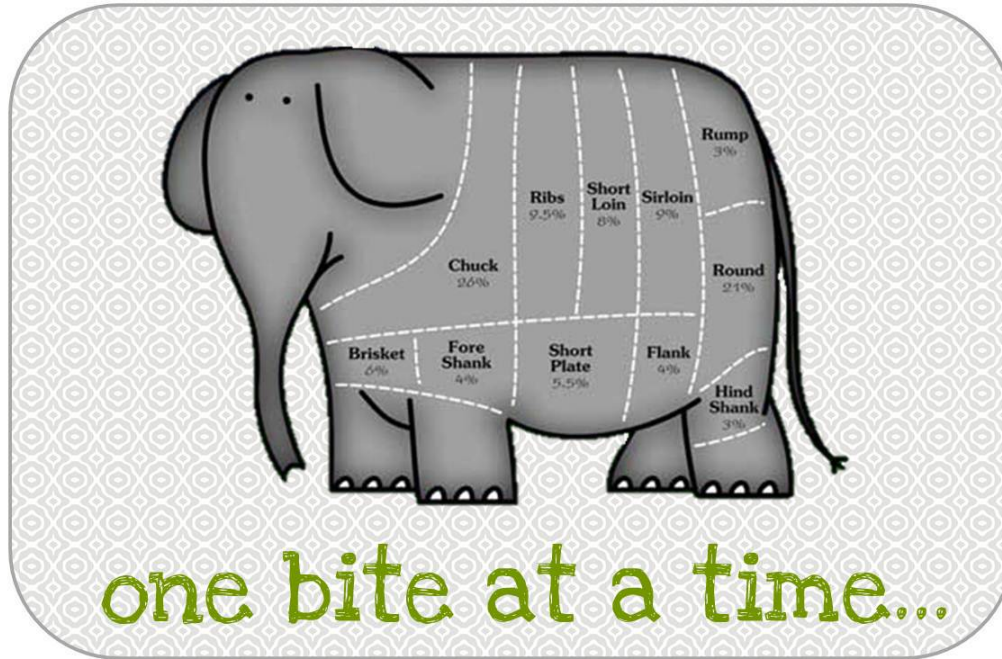
FALSE. Of course it matters, a good implementation methodology will address all of these areas

HOW TO EAT AN ELEPHANT IN A FEW “EASY” STEPS

- » For most large enterprises, a big bang approach doesn't work
- » As a result, scope and phasing are critical
- » Decide on “land and expand” or “go global or go home”
- » Considerations:
 - Locations
 - Geographies
 - Types of spend



HOW TO BREAK DOWN THE ELEPHANT



- » Stakeholder readiness
- » Spend
- » Headcount
- » Current pain points
- » Resource availability
- » Level of difficulty

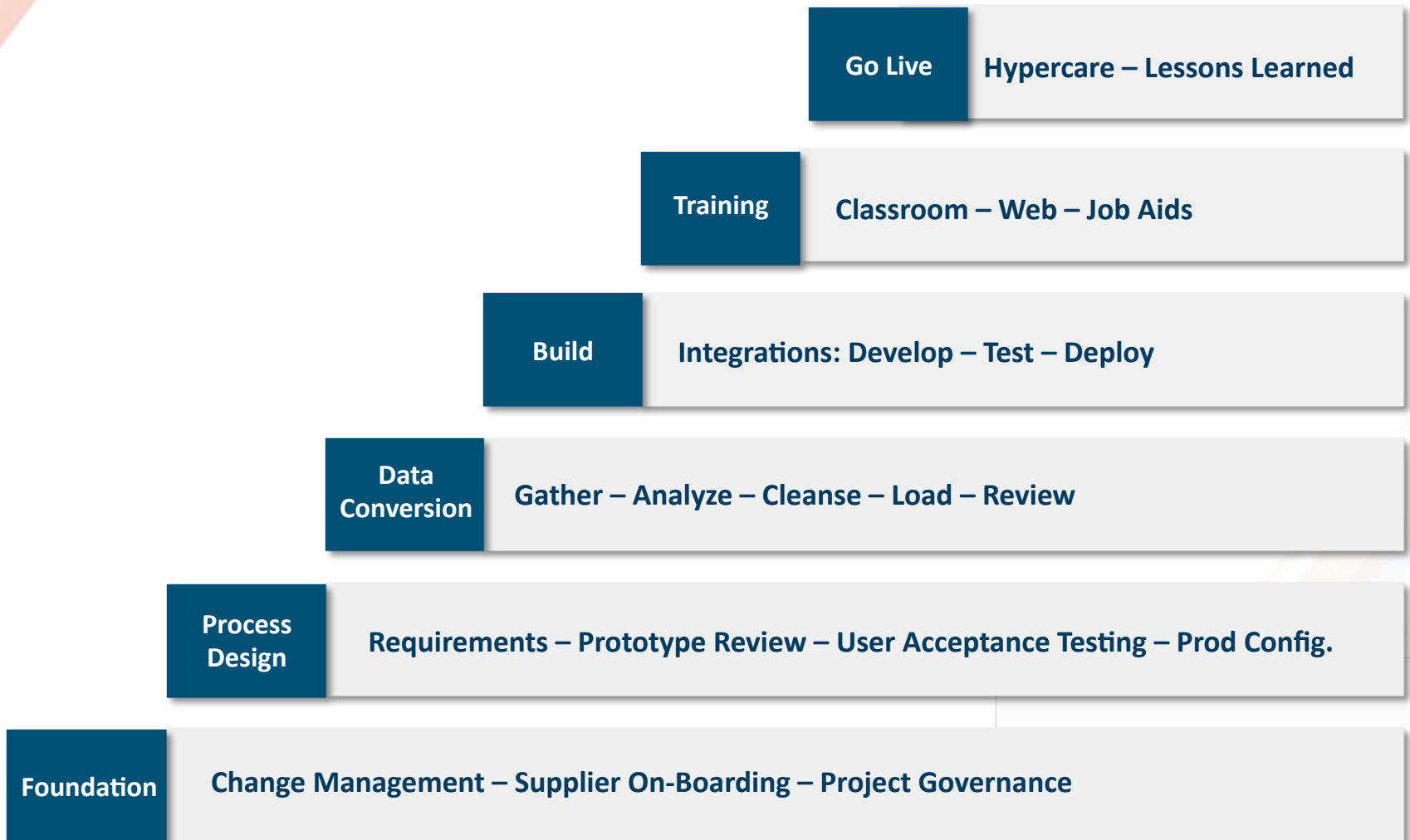
Real World Examples

- » **Manufacturing conglomerate**
 - Initial project – Seven representative sites
 - Follow-on phases – remaining 30+ domestic sites in two waves
- » **Global consultancy**
 - UK pilot
 - EMEA
 - United States

LATHER, RINSE, REPEAT: IMPLEMENTATION WORKSTREAMS

Initial Implementation Timeframe: **16 Weeks**

Subsequent phases may be shorter



- » This new (fill in the blank) is going to impact my business...
- » I don't have time to...
- » That's not my priority!
- » You're crazy if you think that approach will work here?!?!
- » Our suppliers won't like this!
- » Data? What data, we don't track that, do we?



- » Mandates aren't required, adoption is key
- » Strong executive sponsorship
- » Spend time building a foundation
- » Always be selling
- » Tailored messaging
- » Define roles and responsibilities
- » Big rules and little rules
- » Carrots and sticks

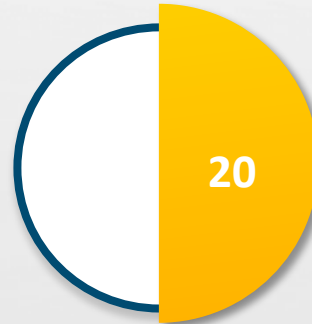


TYPICAL CUSTOMER ROLES AND RESPONSIBILITIES

Achieving Success



- Hiring Managers
- Department SMEs
- Suppliers



- IT Business Analysts
- IT Developers



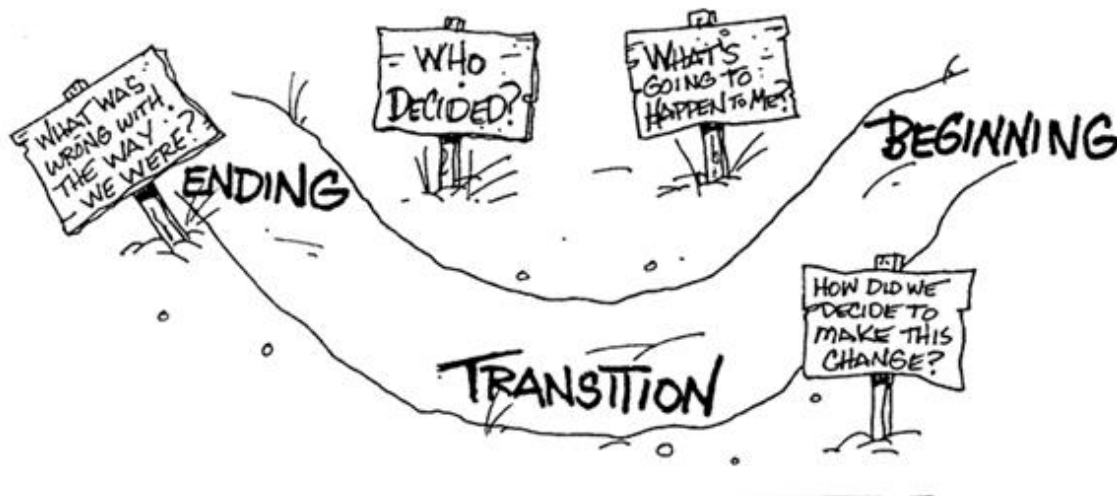
- Project Manager

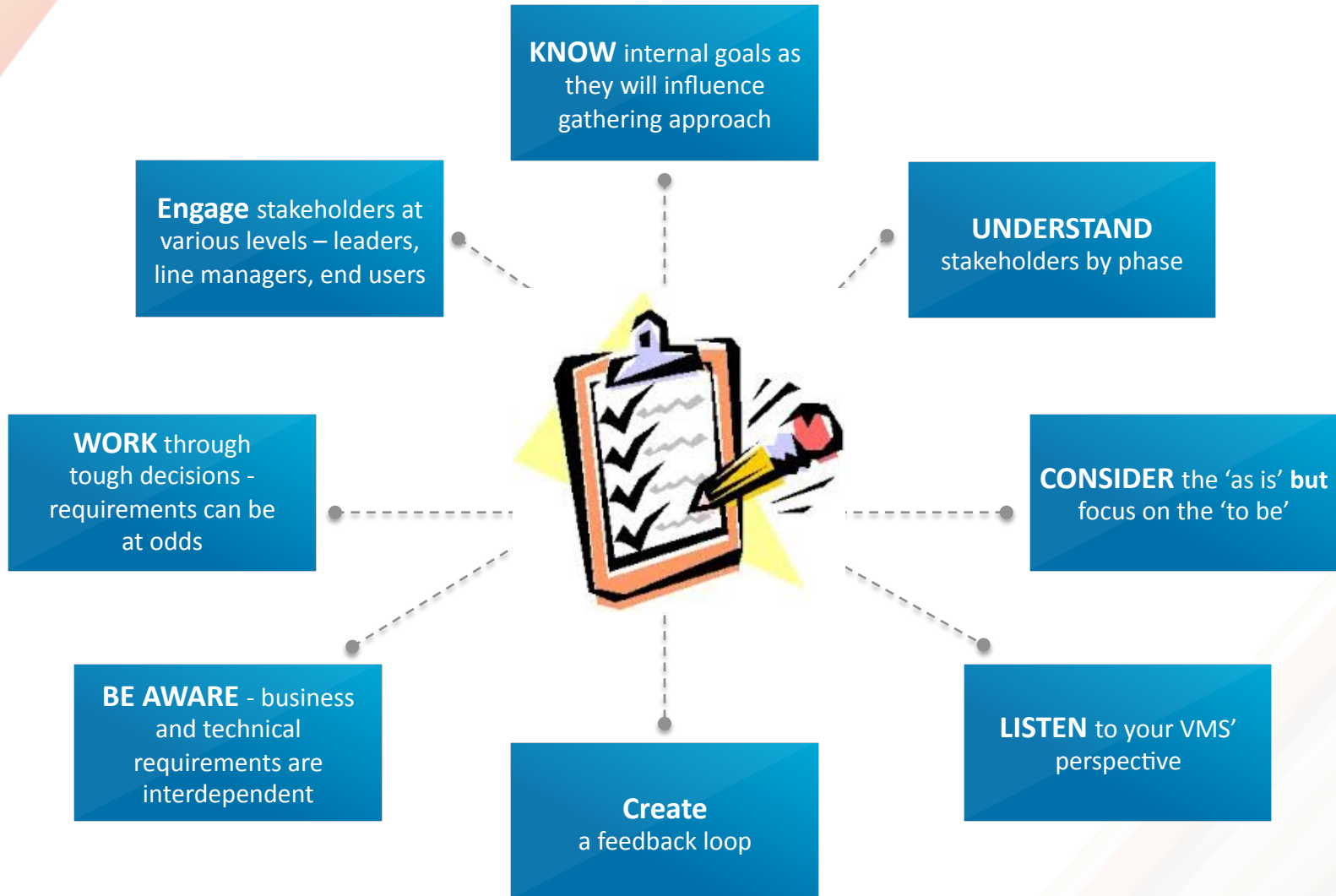
- » Time required will vary from week-to-week and across project phases
- » What your VMS will need from you
 - Access and assistance navigating your environment and policies
 - Subject matter expertise – business and technical processes

CHANGE MANAGEMENT

For the Toughest Integration: Your People

- » **ALL** - steps impact/relate to change management
- » **START EARLY** - pre-implementation
- » **COMMUNICATE** - early, clear, and consistent information from executives is critical
- » **INCREASE** - the amount of detail provided as project moves forward
- » **IDENTIFY** - stakeholders, influencers and squeaky wheels
- » **TAILOR** – company approach (communication style, methods, goals and objectives)
- » **TAILOR** - approach to each stakeholder
- » **KNOW** - the approach will change for subsequent implementation phases





TIGHT INTEGRATION WITH CLIENT SYSTEMS

Typical Integrations

USER LOAD

- Roles & responsibilities
- Approval limits
- Hierarchies & data visibility



SINGLE SIGN-ON

- SAML standard
- Works with email notification links



SECURITY/PROVISIONING

- For building & systems access
- Equipment provisioning

TIMEFEEDS

- For project tracking, manufacturing facilities, supplier time keeping

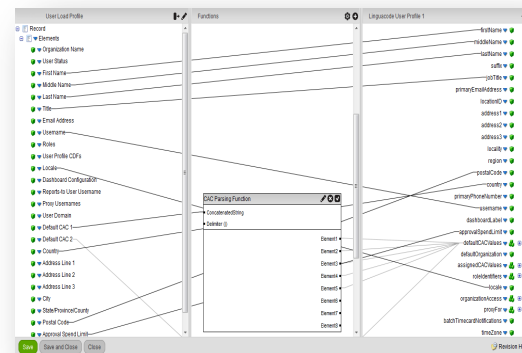
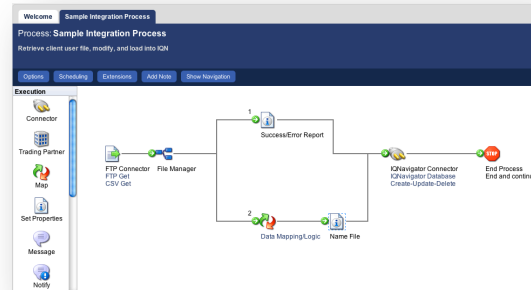


COST ALLOCATION CODES

- Cost codes, business structures
- Hierarchies

CONSOLIDATED INVOICE

- Allocated to cost codes
- Pre-approved, pre-reconciled



Integration Platform

- » Drag-and-drop process and data mapping
- » User entered business logic
- » New integrations and changes in days, not weeks
- » Fast and accurate testing
- » No software release required

DATA CONVERSION

- » Can drive the project timeline
- » Begin as early as possible – even before a VMS is selected
- » Historical data – to load or not to load?
- » Be aware of data interdependencies

Data Types:

- » Transactional
 - Current non-employee workers
 - SOWs
- » Reference
 - Cost codes
 - Job titles, descriptions, and rates
 - Users

Conversion Steps:

- » Gather data
 - Internal sources
 - External sources (suppliers)
- » Validate and cleanse
- » Test
- » Load
- » Update

Initial Project Announcements



Supplier Summit

- Overview and benefits to suppliers
- Steps for becoming part of the supplier marketplace
- Supplier agreement
- Supplier data collection forms
- Other miscellaneous documents



Monitor supplier responsiveness and collect supplier data



Set up suppliers in VMS



Determine strategies for dealing with non-compliant suppliers

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Innovate

The words "QUESTIONS AND ANSWERS" are written in a blue, sans-serif font on a background of diagonal stripes in various colors (yellow, green, blue, orange).

QUESTIONS AND ANSWERS