

## Getting Top Managers to Contribute to a Smoother ERP Implementation

By Prem Kamble

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### About the Seminar

The seminar aims at ensuring success of IT Implementation by narrowing the gap between the IT Specialists and the Functional Managers so that the two form a strong cohesive team.

The seminar is a result of a deep study of causes of IT failures and a close observation of people's behaviour under IT - Driven change.

The right involvement of the CEO and Department heads/Senior managers is the key to success of IT Implementation projects. Typically, most top managers do not get actively involved due to their innate fear of technology. They tend to delegate technology projects to their subordinates: "I just do not understand this technology. You do whatever you want to do and ensure that the project succeeds". It is unlikely to

succeed with low senior level involvement. Equally common is a scenario where there is a very enthusiastic involvement of managers to begin with, soon to be turned into dismay and frustrations due to over expectations.

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Either way, the project ends up in friction, allegations and counter allegations resulting in stress, delays and total failure of the project resulting in immense losses.



The seminar ensures better participation by managers by working on their subconscious fear of technology. It delivers just that what managers need to know not only to face IT Driven change but to be catalysts to change. The good news is that the managers need not know technology. They need to know how people behave under the impact of technological change and how to manage their resistance to change.

This seminar also helps managers to set the right expectations from this technology. It addresses the common misconceptions, mindset and psychological issues. It is an eye opener for the managers to know that this technology, which we rave about and which we consider to be far superior to machines of machine-age, is in fact far inferior and far more demanding. This helps set right expectations and also to empathise with the IT professionals. It helps bring the two teams closer to form a solid team to face the perils of this difficult technology.

## Why this Seminar?

### *Benefits for You*

It helps the ERP Implementers to reduce time and cost of implementation. It improves their credibility for implementations by ensuring higher success rates due to better user involvement. Higher success rates ensure better resource utilization and better order books.

The managers will learn how to collaborate rather than confront. They will learn to empathise with IT folks. CEOs will learn to take a more balanced view and be more effective change managers. The transition to your automated systems will be less stressful.

### *Benefits for Functional Managers*

This training benefits managers personally – both in terms of their success in the company and their personal growth as professionals. Managers with IT awareness are in greater demand in the corporate world. There is already a great digital divide, Managers who are IT Aware and those who are not. The seminar will help them to be on the right side of the divide.

Managers will be able to better utilize technology without the frustrations and pains, which most managers go through. They will be able to interact with the IT folks

more intelligently and thereby use technology more effectively to their own advantage.

### *Benefits for your Client Company*

While it benefits you and other managers personally, it benefits your client company too. Businesses are incurring heavy losses on account of failed implementations – leave alone the opportunity cost and productivity loss due to friction and frustration among senior managers. The seminar helps save cost through faster and more effective automation.

## About Prem Kamble



Prem Kamble is a Computer Professional with MBA from IIM Calcutta and B.Tech. from IIT Bombay. He has passed Advanced Management course called "Energoc Cybernetic Strategy" with flying colors from Germany. He has also attended self-development programs like Est, Forum, Advanced Course, SELP (Self Expression & Leadership Program), etc. organized by Landmark Education Foundation, USA which have helped him to develop a broader outlook and a different way of thinking.

He has successfully overseen technology transitions for over 25 years. During his career, he has been a keen student of Change Management, particularly the people and psychological issues of IT Management.

He has worked both as Software Delivery head in SEI Level 5 companies and as Head of Technology in manufacturing companies. As Head of IT in companies like Essar, Sutherland, Pidilite, Modi Rubber, etc. he has been extremely successful in developing and implementing computerized systems in the toughest of situations.

As Software Delivery Head in SEI Level 5 company, he created records of

- ▶ Delivering all projects on time
- ▶ Highest Repeat Orders
- ▶ Highest Resource Utilization

He started his career in IT and in less than five years was heading the IT function for a group of companies. His areas of interest are business and human aspects of Information Technology.

## What is Unique about Us

Prem has very closely interacted with people and lived with them during the struggle of technological changes. He therefore knows their fears, discomforts, anxieties and frustrations particularly with

respect to IT driven organizational change. Their fears of lack of IT knowledge are genuine, but there is a gap in what managers think they need to know of IT, and what they should actually know. Prem has compiled over the last decades just that what the managers should know about IT to be effective, and presents it in a language simple for them to grasp.

What makes this presentation unique compared to most of the IT seminars is his

'out-of-the-box' thinking and a knack to see what is not so obvious. This skill is amply demonstrated in his various articles and blogs. He has published articles on InfoTech management in the country's leading magazines. He has done a deep analysis of the psychology of change from the industrial revolution to the information revolution, and believes that there is need to change our thinking from machine age to the IT age.

### *Success Stories / Real Life Case Studies*

#### On Business Orientation in IT

Prem Kamble's **real life case study** to get maximum Business Benefit through IT - published in Times of India. <http://prem.cu.cc/toi>

#### On People Orientation in IT

Prem Kamble created a record in a SEI Level 5 company by delivering all projects on time and to specs, to the utmost delight of his customers. Read Key Success Factors <http://prem.cu.cc/dsq>.

#### On Successful IT Implementation Strategy

His Implementation Strategy and People orientation which led to the successful implementation was published as a cover article in Computers Today. Read key success factors <http://prem.cu.cc/ct1>.

### **Prem Kamble**

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## Who Should Participate?

Participants can be CEOs, Entrepreneurs, CXOs, Business heads, Department Heads, Line Managers, etc. In other words, managerial staff cutting across all functions.

Whereas the program is useful for managers from all functions like Finance, Production, Materials, Procurement, HR, Admin, etc., it is equally useful for IT managers like CIOs, Sr. Managers, Project Managers, Analysts, implementers, program managers and Trainers. While it is particularly useful for companies which are at an early stage of implementation, it will be useful also for those who have already implemented applications.

(Images: NASA/courtesy of nasaimages.org)

