



## Introducing Prem Kamble, IT Consultant

With his Trademarked

# Behavioral IT™ Model of Successful ERP Implementation

**Behavioral IT™**  
Behavioral IT Model of IT & ERP Success

*Behavioral IT™ Model of IT implementation is a socio-technical approach devised and deployed by Prem Kamble to ensure success of IT Implementations. Apart from technology, it lays emphasis on impact of people's behavior and attitudes towards IT-Driven changes in an organization.*

## Senior IT Consultant / ERP Facilitator



### Do You Wish

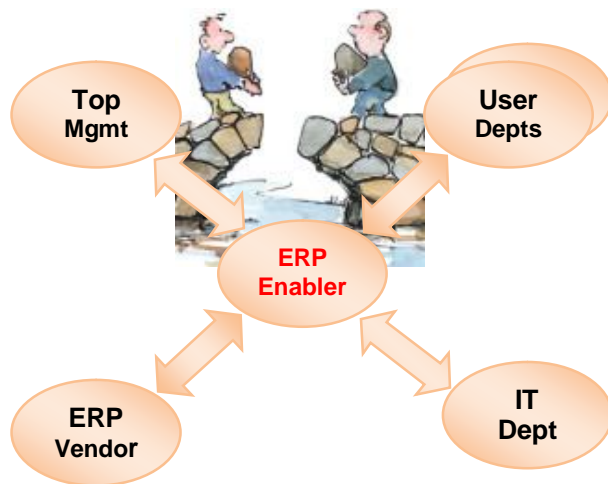
- To cut time and cost of ERP Implementation?
- To improve the success rate of ERP Implementation?
- To make ERP Implementation less stressful?
- To have your client see eye to eye with your implementation team?
- To revive and troubleshoot projects which are running into rough weather?

## Benefits

- Cut time, cost of implementation and psychological stress during change
- Improve the success rate of ERP Implementation
- Stronger Bond between IT Implementation Team and Client's Functional Managers.
- Managers will be empowered to think positively, constructively to contribute to Smoother, Faster and more Effective Implementation
- Cut losses due to failed and abandoned projects

## Service Offerings

Services offered as facilitator or enable to Top Management, ERP Implementer, End User and IT Department



### Trainer

- Top Management Seminar - an eye-opener for senior managers to realize:
- What was wrong in their approach to technology and their interactions with technical people
- Why they feared IT for no reason
- How they can use technology and technical people to their advantage without themselves

### ERP Facilitator / Enabler

- Assistance in managing IT Driven Change and Facilitate Major IT Implementations:
- Selection of team, Team constitution, Roles and responsibilities, coordination with ERP Vendor/Implementer, Interface between IT, Implementer and users. Speaking both their languages
- Ensuring Success, avoid pitfalls, avoid change related stress, facilitate change
- Team building, IT – User Bonding, Empowering CEO, HoDs

### Trouble Shooter

- Analysis of Problematic Projects and their revival.
- Issues with team
- Process Issues
- Issues with user roles and responsibilities.
- User Attitude issues
- Skills Gap
- Analysis of Internal and external causes

### Consultant

- Implementation Strategy Consulting.

## Service Options

The customer has a choice of availing the following services in isolation or combinations thereof:



### Empower

Train the senior management and empower them through seminar and enable them to manage the project independently

### Empower and Facilitate

Seminar and Consulting on Weekly/monthly basis

### Empower, Facilitate and Support

Seminar and support with more frequent involvement - almost on a daily basis. Involvement on a day to day basis.

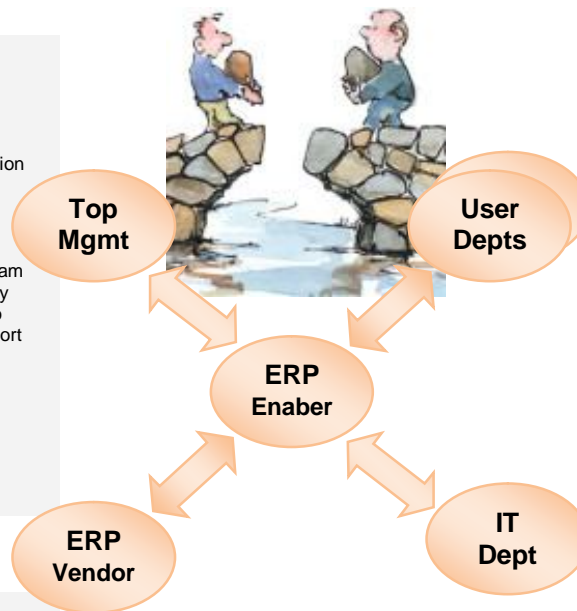
# Specific Services to ERP Implementer and End Client

## Specific Services to ERP Implementer and End Client

As an Enabler or Facilitator, the following services will be offered to the ERP Implementers, Client Top Management, Actual Users of ERP and IT departments.

### Top Management

1. Advise on Organisation structure and Authority structures for successful ERP Implementations
2. Awareness of Top Management's own extremely important role in implementation
3. Do's and Don'ts for top management
4. Enabling and empowering the teams, Governing the project (role of project godfather)
5. Advise on creating the right cohesive team with well defined roles to ensure not only success of new implementation but also long term sustained operation and support
6. Help in creating well knit teams
7. Advise on the right amount of top management involvement
8. Advise on conflict resolution
9. Ensure that the company's long term interests are always the top priority throughout all decision making.



### User Departments

1. Be the interface (technical, managerial, procedural and tactical) between vendors and user departments.
2. Help the departments understand the vendor's point of view in a non-technical language and explain the department's point of view to vendor in a technical language to ensure that there is an agreement.
3. Identifying the team members with not only the right skills but also with right attitude for change, motivation to own up to learning, and ability to drive change.
4. Awareness of need for change, motivation to change
5. Awareness of what sort of automation succeeds and what does not.
6. Advise on need for process re-engineering and avoiding customisation. Help find solutions to adapt ERP with minimum changes
7. Advise on design of the manual procedures to interfaces with automated systems.
8. Help department heads to inculcate discipline which is critical for sustained operation

### ERP Implementer

1. Be the interface (technical, managerial, procedural and tactical) between vendors and user departments.
2. Help the departments understand the vendor's point of view in a non-technical language and explain the department's point of view to vendor in a technical language to ensure that there is an agreement.
3. Assist in getting the support of internal senior staff, Heads of departments and CEO.
4. Provide one point of contact for coordination with internal activities of the company.

### All

1. Help develop higher IT awareness among top managers to manage change, manage people behaviour under change, and manage conflicts arising out of change.
2. Win the trust of all parties
3. Motivate all teams to participate and give their best.
4. Motivate teams to collaborate and create a strong team
5. Help resolve conflicts between teams
6. Advise on the industry best practices in terms of organisation structure, processes, people dynamics, and management of change.
7. Watch-dog to ensure the industry best practices are followed.
8. Watch-dog to ensure the company's long term interests are given top priority.

### IT Department

1. Overall support to be capable to facilitate the project
2. Identify possible teams to carry on post implementation support
3. Motivate to build expertise in ERP Product
4. Help in recruiting if required to sustain steady state operation

## Prem Kamble's Profile



Prem Kamble is a Computer Professional with MBA from IIM Calcutta and B.Tech. from IIT Bombay. He has passed Advanced Management course called "Energizing 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 (earlier Centers Network) which have helped him to develop a broader outlook and a different way of thinking.

He has headed IT function for over 25 years. During his career mostly as a CIO and Software Delivery Professional, he has been a keen student of IT Management, Change Management, particularly the people and psychological issues of IT transformation.

As a CIO he has very closely interacted with people and lived with them during the difficult transition period of automation. He, therefore, knows their fears, discomforts, anxieties and frustrations as they go through the implementations. He believes that the manager's fear of technology is not warranted. Managers need not know technology, but they need a special skill which he calls "Management of IT-Driven Change". He now offers a [seminar](#) which provides the right socio-psychological, attitudinal, organizational and managerial inputs to [help managers evolve from machine-age managers to Info-age Managers](#).

He has worked both as Software Delivery head in SEI Level 5 companies and as Head of IT (CIO) in manufacturing companies. As Software Delivery Head in SEI Level 5 company, **he created records of**

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

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. He has expertise right from high-level IT Strategies and Management of IT-Driven-Change to down-to-earth software delivery.

He started his career as an analyst/ programmer and in less than five years was heading the IT function for a group of companies. He has major contribution in introducing computers for business applications in reputed companies. His areas of interest are business orientation and human orientation in Information Technology, study of the psychology of evolution from industrial era to information age, etc.

With a right mix of People, Process and Technology (PPT) expertise, he specializes in Business Process Automation focused on business objectives and people. Having managed IT on behalf of both IT user companies and SEI CMM Level 5 software manufacturing companies, he has expertise right from high level IT Strategies, Change Management, Strategies for IT implementations, upto down to earth system architecture and software delivery. With his close study of the businesses and people, he brings the insight to develop business solutions that work for businesses and people.

He has published articles on InfoTech management in the country's leading magazines. Most of the articles display an 'out-of-the-box' thinking and a knack to see what is not so obvious. He has also written on an [objective analysis of God and Religion](#). Though these two areas of IT Management and Religion may seem to be poles apart, Prem believes that they are actually very closely related - both are a study into the human psychology of change.

## Contact Details

### Prem Kamble

B.Tech. (IIT B), MBA (IIM C), Advanced Management Dip. (Germany)

Email: [premkamble@gmail.com](mailto:premkamble@gmail.com)

LinkedIn: [www.linkedin.com/in/premkamble](http://www.linkedin.com/in/premkamble)

Website: <http://prem.cu.cc>, <http://pukamble.tripod.com> (or Google on "Prem Kamble")

Prem's Profile, Achievements and Client Testimonials: <http://pukamble.tripod.com/profile>