

# ERP PRE-SALE POST-SALE CONSULTING SERVICES

*Prem Kamble, B.Tech (IIT), MBA (IIM)*



## Services to ERP Implementation Partners and to Companies Implementing ERP:

### Lead Generation

Top managers are normally in a very relaxed mood when attending trainings and seminars and have all the time to discuss (which they never have otherwise). I provide top management seminars on a unique ERP Soft Skill **Behavioral IT™**. ERP Vendors find my seminars ideal for ice breaking and lead generation.

My seminar for Top Managers (ideally CXOs, HoDs, Sr Managers) helps them to be successful managers in this IT-Driven ever-changing business environment. IT-Driven Change is the biggest agent of organizational change today and all managers should be equipped to handle this change. The seminar also prepares them for major IT projects like ERP, but more importantly they can look at this as something which adds to their own IT Skill building.

My seminar allows participants to discuss real process and automation issues within their company. This provides a very good opportunity for ERP companies to understand their prospect's problems and propose right solutions through ERP. Details about the seminar are available at <http://pukamble.tripod.com/seminar>.



### More Pre-Sales Services

1. **Business Value:** Help client in identifying business value from the automated processes.
2. **Reducing the Sales Cycle Time:** My long experience as CIO has helped me understand the organizational dynamics which work during ERP decisions. Through my knowledge of the internal power structures, organizational politics, and the formal /informal decision influencers in the organization, I help in identifying the right people on the client side to work with to speed up the decision making process. I also help in engaging and taking along people who could be potential trouble makers on the client side.
3. **Process Mapping:** Help in process mapping, identifying areas of re-engineering so as to map processes without customization, identifying client processes where there is scope of improvement, convincing the client management on the need to minimize customizations thru innovative use and process changes
4. **Realistic Expectations/ Managing Customer Expectations:** I help in managing customer expectations and setting the right expectations, both before and during implementation. Mentally preparing the top management by giving a realistic perspective is often the key to success of ERP.
5. **Identifying Priorities and Implementation Strategies:** It is important to have process clarity about where the shoe pinches, where the returns of automation can be maximum with minimum efforts. If a company begins implementation with this clarity, there are clearly more monetary benefits, and hence more overall satisfaction with the ERP implementation. It has great benefits overall on project success as the client starts implementation with right module which is implementable, gives benefits and is not too complex. The success of the first few implementations boosts the enthusiasm, and improves the chances of future successes with a snowballing effect.

### Post Sales Kick-off Seminar

I have a very unique seminar on **Behavioral IT™**, an essential soft skill for Top Managers to manage IT-Driven Change. The seminar reduces the cost, time and stress of ERP implementation. It creates a strong bond and understanding between all parties involved in implementation - top management, users, IT department and Consultants, thus ensuring success. (Details at <http://pukamble.tripod.com/seminarbehavit>, <http://pukamble.tripod.com/seminarerp> )

The seminar is an ideal kick-off for any ERP Implementation. Beginning an ERP implementation with this seminar ensures that the IT and functional teams work as a very well knit team with perfect understanding of each others' role. It helps participants empathize with each-other. This is a sure guarantee to a smooth, successful, meaningful, stress-free and cost-effective implementation.



### Implementation Consultant/Facilitator

I provide services of a facilitator or enabler for ERP implementation. I have a unique approach to ERP Implementation which I call "Behavioral IT™" Approach to ERP Implementation. I provide valuable services and benefits for the top management, Users, IT department and ERP vendors. These are listed at my website at <http://pukamble.tripod.com/brocERP>.

I am very strong in implementation of ERP as I give major importance to process and people apart from technology. I can interact with all the stake-holders in their language, or in a language that they understand.

### Post Implementation Audit

I have helped companies to identify key issues in implementation and to identify factors which can help in better user adoption and business benefits.

### Links:

- My services as a ERP Facilitator (Post Sales): <http://pukamble.tripod.com/brocERP>
- True Success Stories of my Successful Implementations: <http://pukamble.tripod.com/erprestore>, <http://pukamble.tripod.com/erphrstory.htm>

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