



# new era solutions

## “Simplicity is the ultimate sophistication” - Leonardo da Vinci

Two years ago, New Era Solutions (NES) took a step back and as a team said, “We want to be able to do our deployments faster with less pain and discomfort to both ourselves and our customers”. From here, was born an internal initiative to analyse why Back-Office software deployments take as long as they do, what raises the risk and cost of a project, what decreases final stability and increases customer and vendor frustration.

Our end goal was to be able to bring a typical deployment cycle of approximately 18 months down to at least 6 months, but still, releasing a stable and functional system, with happy and delighted customers.

Customisations were found to be the root cause of all evil each time. Making things complicated can often be a lot easier than what it is to keep it simple.

Extrapolating, as a team, from there and looking at our software solutions, we changed our view from: “How do you work?” to “How does the system work as standard? Is a business process change not more prudent than a system change?”

Furthermore, we changed the way in which we approach deployments, assisting our customers to look at the “We have always been working that way” answer, and re-evaluate this to “Utilising the standard system process, through operational process change, is a win-win for all.” In applying this theory, we have seen that:

- Asking for a customisation now becomes a last resort.
- Customers usually show great operational efficiency increase when re-evaluating processes that have stagnated with the business over the years.

### The result

The end result of our 24-month internal drive is that:

- We have decreased implementation time to 4 months, resulting in exceptionally happy customers, and a much less stressed NES workforce.
- Our upgrade timelines have gone from 6 months to 2 months, as the more standard your system, the more seamless your upgrade.

### Pre-configured and templatised

With the above achievements under our belt, we decided that there is no reason why a Back-Office solution cannot be pre-configured and templatised. In bolstering the fact that the standard system processes and process flow is utilised 99% of the time, the actual setup and configuration can also be templatised according to best practices.

In so doing we allow smaller companies the power of a fully-fledged Enterprise Resource Planning (ERP) solution at a fraction of a Greenfields deployment costs.

In pre-configuring, we are also better able to assist and advise customers, that are new to a Back-Office system, as several times the normal workshop questions can be daunting and overwhelming.

The pre-configured and templatised solution assist in creating a level of comfort for our customers as they know that these are built on our vast experience, as well as removes the onus from them in, maybe, making the wrong decisions for setup and configuration based on lack of understanding, knowledge or experience.

Along with this, we have created a templatised / pre-configured Back-Office deployment that can be taken live in 2 months.

### Throughput to other software solutions

We started applying this new model to all software applications that we deploy (not just Back-Office) and found that the theory holds true, each time, regardless of the product.

Use what you have as standard, there is a reason why the products we deploy are industry leading and globally accredited, they work as standard. So, keep it simple, get the product in and being utilised, first and foremost, and then only look at adding your bells and whistles.

### Expanding our product sets and expertise

NES has also been hard work in becoming partner to a number of other product sets, as well as broadening our expertise and knowledge in each of these areas and products. Each product we have selected supports not only our new drive for simplicity but are each globally recognised and accepted market leaders in their respective areas.

### CRM / Front-Office

NES has been doing Customer Relationship Management (CRM) deployments for as long as we have been doing ERP deployments. We have enhanced our software offering and skill set by becoming a Salesforce partner.

Salesforce is the world's number 1 CRM platform. With cloud-based applications for Sales, Service, Marketing, and more. You can understand your customer's needs, solve their problems and help them identify opportunities to manage their information and interactions on a single platform that you are able to access anywhere at any time.

### Systems integration

Through our previous deployments, we have done a lot of work on systems integration, either between ERP and other systems, CRM and other systems, or ERP and CRM. To bolster this, we have now become a Scribe partner as well.



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## solutions

Scribe's solutions easily bring customer data anywhere it's needed, whether your systems are cloud-based, on-premise or hybrid. 13,000 customers and 1,200 partners use Scribe solutions to increase revenue, provide superior service and create business value faster.

### In Closing

This journey has been an interesting and challenging for us as a business, but we are exceptionally excited about the end result, and look forward to cementing and growing our relationship with you through our learnings, or new way of deploying and working, and our new product and skill sets.

### ERP / Back-Office / Financials

We have broadened our Back-Office product offerings and skill sets into the Sage environment. NES is now a Sage Evolution, Sage One, and Sage Cloud Financials partner as well.

Sage offers integrated Accounting, Payroll and Payment systems. They combine social, mobile and real-time technology to provide live information at your fingertips, so you can make fast, informed decisions. Sage reinvent and simplify business accounting through technology and working with a community of entrepreneurs, business owners, tradespeople, accountants, partners and developers.

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### About New Era Solutions

Founded in 1999, NES began with a core focus on ERP implementations in the Financial Services and Distribution sectors.

Our customer base has broadened significantly and today most of our customers fall into the Distribution, Manufacturing, Retail and Service based sectors.

At NES, our sole purpose is to improve our customers' lives. We do this by transforming ERP software into innovative solutions that provide total control and the foundation for growth. We believe in building long term relationships with our customers that are based on trust, open communication and adding real value to their businesses.

NES fully understands and drives full lifecycle implementations of complete business solutions for medium and large businesses in this space. With customers across South Africa, United Kingdom and North America.

NES specialises in integrated and customisable IT solutions in partnership with global specialists. Offering a single-source solution where customers benefit from one seamless working relationship that has all the right connections.