

SunSystems Audit



For your business to grow and remain competitive in the market, it is vital that your systems continue to scale and grow with you, supporting and delivering your goals.

Whether your business grows organically, through acquisition, or by moving into new or international markets, your business-critical software needs to be able to keep one step ahead.



However, even if you are happy your software can scale up, the configuration of your solution that is implemented in year 1, will often not meet your business needs in years 3-5. Regular business system reviews are essential to keep your software aligned to your business requirements.

The increasingly rapid pace of change in the technology sector means it is no longer good enough to implement your solution and then forget about it for 5 years; this leaves your business at risk from competitor innovation, security issues, poor business decisions and poor customer service as a result.

Your key business processes, if optimised, can act as assets to your business and enablers of growth; however, if these key processes are operating sub-optimally, they can actually hinder your growth and ultimately, your business.

THE WARNING SIGNS

Inevitably, if your key processes are left to operate without any tuning or adjustment, inefficiencies will creep in over time.



Tell-tale signs you might recognise are:

Growth in transaction volumes and data from an increasing number of sources

Duplication and/or re-keying of data between systems or processes

Too many manual processes and a compelling need for automation

Work-arounds and spreadsheets are mushrooming

Lack of integration is becoming costly and disruptive

You are spending more time checking data quality and integrity and not enough time analysing

Reporting cycle is getting longer and more protracted

Auditors are asking more and more questions

Staff are working longer hours to cope with the workload

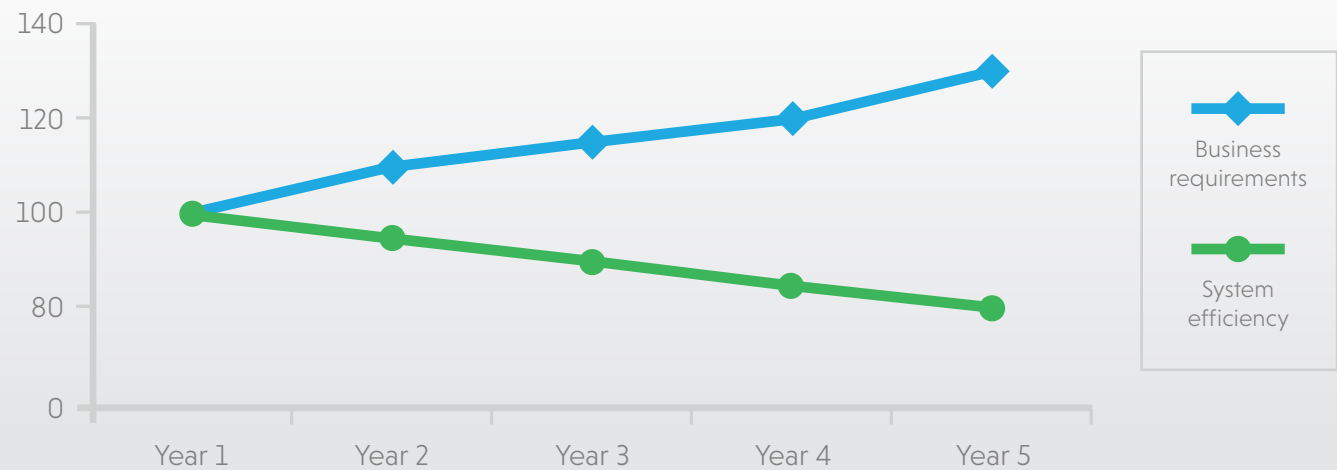
There is a general feeling your finance management system is holding the business back



THE INEFFICIENCY DELTA

This erosion of the efficiency of business systems and processes over time is shown using an "Inefficiency Delta". Over a period of time the gap between what the business needs from a system and what the system can actually deliver widens – the Inefficiency Delta.

In order to close this gap, most businesses and finance teams find manual or semi-automatic workarounds, or worse still, ignore the gap completely leaving the business open to threats and potential abuse.

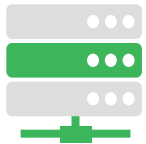


THE TECHNICAL LANDSCAPE

If there is one thing that changes faster than application software it's the technology on which it runs and so is a critical success factor of any system. The chances are the platform on which your finance system was originally implemented is suffering from an inefficiency delta of its own.

With the addition of users, new modules, new applications, new processes and burgeoning data it's highly likely that at a technical level the system isn't performing as efficiently as it once did, simply throwing more computing power often isn't the best answer.

We firmly believe that as part of any review the technical landscape should be considered including the potential to "lift and shift" to a Cloud platform or moving to a SaaS type deployment.



GAIN INSIGHT INTO YOUR ORGANISATION

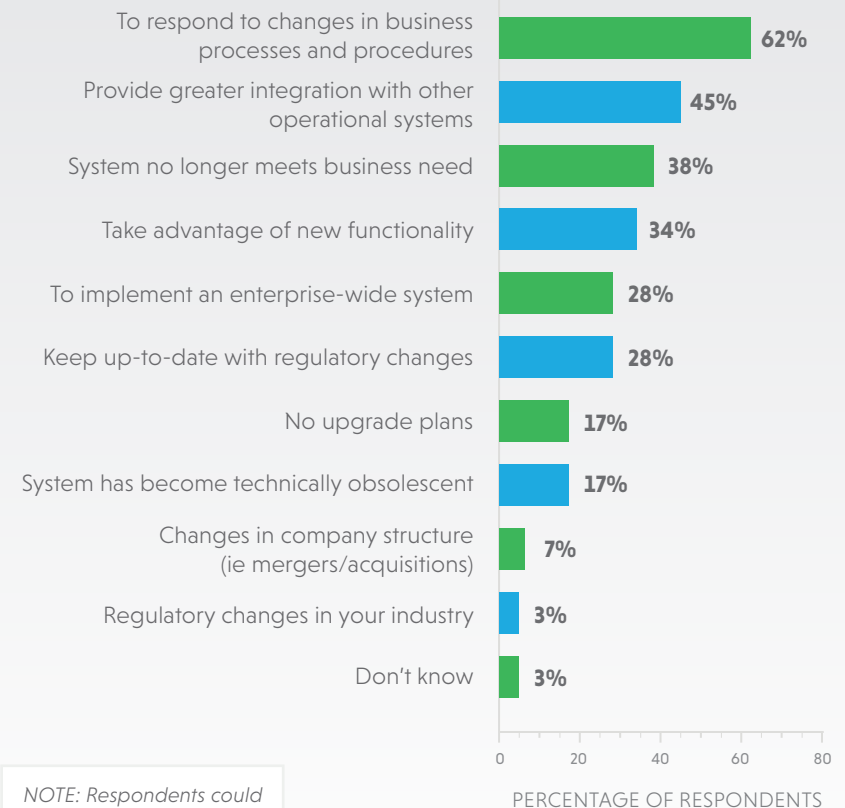
At TouchstoneFMS, we want to make the lives of our customers easier. To ensure this, we believe in a regular review process for the systems we implement, and suggest that within 3 years of implementation, any system should be reviewed for robustness, efficiency, and to ensure it continues to meet the present day and future needs of the business.

With this philosophy in mind, we have put together our SunSystems Audit service. Our belief is backed by the views of our customers but also by empirical evidence. In a survey conducted by the National Computer Centre, the top three reasons why organisations change systems or make significant investments in upgrades all revolve around responding to changes in the business.



62% of organisations want to better respond to changes in business processes and procedures.

What have been the main drivers for replacing or significantly upgrading your financial systems?



NOTE: Respondents could choose all that apply

Source: NCC Research



WHAT TO EXPECT FROM THIS AUDIT

Our Sunsystems Audit service is designed specifically for Infor SunSystems users and pays particular attention to the finance system that is the beating heart of your organisation. It looks at how SunSystems is used within the organisation, and who by. It investigates the integrations, connections and workflows that run in and out of the system and analyses these from an objective standpoint.

Our consultants have many years of experience implementing and analysing SunSystems and business processes, and many years of problem-solving for businesses such as yours. They can bring your existing SunSystems installation back up to a level where it is delivering what the business needs, ensure it is fit for purpose and underpin growth by building in much needed headroom.

They do this by asking some fundamental questions;



Does the system support the business now?



Is this done in the most efficient way?



What will the business requirements be in 3-5 years?



Will this same configuration support the business then, or will changes need to be made?



Are there changes that could be made now that will smooth the path for ensuring the system can support the business in the future?

THE AUDIT PROCESS



THE PLANNING

An initial discovery meeting kicks off the insight process. By the end of this meeting our consultant will have a better understanding of your business now, and what you expect it to look like in 3-5 years from now. We will discuss your existing SunSystems installation and the landscape of your other business systems; what they do, how they operate, how they integrate and any shortcomings. We'll want to know what improvements you feel are key, but more importantly understand your vision of the system landscape; what does "good" look like for you?

THE AUDIT

Our approach is based on that used for new system implementations, and is therefore robust and well tested. The first part of the review itself is an analysis of your software, technology, processes and people is carried out to understand the daily, monthly and ad-hoc processes that keep the business running.

Our consultants will, where necessary "shadow" an identified process (taking notes, screenshots, and samples of the various forms and reports used in the process or produced by the process), interviewing those involved and asking for explanations as to why something is done or not done. This looks at the broader picture, not just the software itself, but also the environment in which the company's processes are conducted and the relevant stakeholders, whether they be the end users of the system, or the customers and managers benefitting from the outcomes.



THE AUDIT PROCESS cont...



THE OUTCOME

The output of this will be a report of recommendations needed to improve, enhance and enrich the system. Critical success factors in key functional areas will be agreed, and we will identify how we could help you to meet these targets.

The ultimate goal is to identify improvements that can bring your business tangible benefits, either through immediate tactical or process changes, or through longer term strategic planning.



OUR VALUE TO YOUR BUSINESS

If your SunSystems solution isn't keeping pace with your business, or your staff are having to spend too much time on manual work arounds, the SunSystems Audit should be your first port of call. It is often too easy to assume that "it's just how the system works" and nothing can be done, but that is rarely the case. At Touchstone we have been implementing Infor SunSystems and associated business management systems for over 30 years. During this time we have accumulated a wealth of skills, experience, tools and resources that allow us to implement new systems, efficiently, effectively and within agreed budgetary constraints but more importantly in delivering these systems we are underpinning your business strategy and vision of the future.

We are confident through our SunSystems Audit service we can make significant improvements to your SunSystems implementation and other associated software. In doing so, saving you **significant time, energy, money** and **enabling growth**.





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