

White Paper Sponsored by Epicor®

# How to Know When You've Outgrown Your Current Software Solution





## Introduction

If you've started to think your business could be getting more from your software solution, then this document may provide some food for thought.

This is especially relevant in today's challenging business environment with growing pressure to increase sales and reduce costs. There has never been a better time to reassess your current software provider. The innovations in technology over the last few years alone provide some very compelling reasons to take a look at the market. It is no longer sufficient to own a solution that is "good enough." To gain real competitive advantage, the most successful companies are capitalizing on end-to-end ERP solutions that offer modern worker experiences with mobile and cloud offerings along with simplified and natural workflow that delivers new levels of business efficiency.

The stakes have never been higher. Choosing the optimal solution versus a good enough option will make all the difference in the world in terms of revenue and return on investment.

Jan Carlzon, former CEO of Scandinavian Airlines Systems, recognized the power of incremental improvements when he said, "You cannot improve one thing by 1000%, but you can improve 1000 little things by 1%."

The parallels with your business and your software solution are quite clear. To have a truly positive impact on your whole business, you need a solution that will comprehensively improve your operation in every respect.

Software system upgrades are not decisions that people take lightly. To help you navigate the waters, here are ten indicators that you have outgrown your current solution and are ready to move on to a more advanced option.

### 1. Revenue is king

In your role, it is key that you look for ways to protect and grow revenue. You recognize that not only does your software solution impact the efficiency of your business, but it also holds the key to the data to give you those valuable insights into where you could improve. If you feel that you could be doing more, then you probably could.

### 2. Short on strategy

You want to drive revenue generation in your business, but lack the resources and information to build strategic programs based on best practice. You would like a solution that does not limit your strategic thinking and provides the fuel to help you grow.

### 3. Limited insight into results

You know that the information you need is there, but you lack the visibility and insight to tap into the opportunities it represents. Getting hold of the simplest information is a challenge, and you cannot afford to wait for reports on your own business data.



## 4. Time is money

You spend a lot of time and money performing what should be routine tasks, generating reports, and performing operational responsibilities. You feel your whole business could be more efficient with better software tools and accompanying process improvement.

## 5. You want more

You have been using a software solution to run your business for some time, and while you're not particularly unhappy with the service, you know you could be doing more.

## 6. Sense of urgency

You know that you should be doing something right now. Your competition never stands still. You know they are taking advantage of every opportunity they can. You don't just need to keep up, you need to get ahead. Your business may need the tools to respond faster or simply the ability to develop new sales channels.

## 7. Competitive landscape

The landscape is becoming more competitive by the day. You have to cover every angle. The national competitors are getting stronger. Online commerce adds to your competition as other suppliers spread their reach, and there's mounting pressure on margins and costs.

## 8. The future

No one holds the key to what the future will hold. The only certainty is uncertainty. However, those companies who are most adaptive to changing conditions and new opportunities stand the best chance of success.

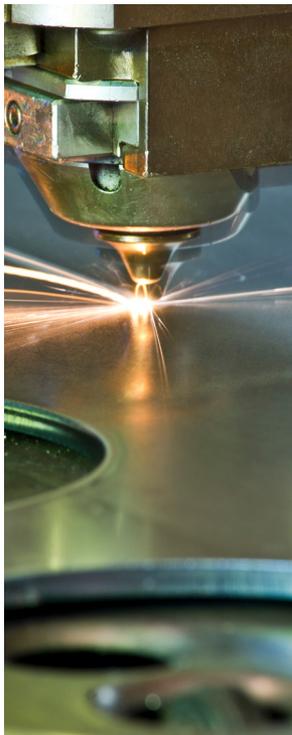
## 9. Value for money

Have you ever thought whether your current solution gives you the best value for money? Does it just do a job or does it drive your business forward? If you've had any thoughts that you could get more return on your investment, maybe it's time to see what else is in the market.

## 10. New routes to market

While traditional specialty-supplier values such as expertise and customer service are as important as ever, technology has delivered ways to make your customer's experience even better. With expectations growing and new routes developing, there are ways to capitalize on these new opportunities. Online commerce is just one aspect of new ways to reach your customers. If you feel you can be reaching more customers you may be ready for a change.

If any of these sound like you, then you may have outgrown your current solution.



## Selecting the right software solution provider

Look for a solution provider who can:

1. Focus on revenue
2. Deliver real insight into your data
3. Provide the latest technology tools—built on a robust, scalable platform
4. Demonstrate a return on investment—and real impact on margins
5. Demonstrate a vision for the future with a track record to back it up
6. Make your operational processes more efficient
7. Present a solution to complement your strategic goals
8. Demonstrate a broad and deep knowledge of your industry
9. Measurably improve your business
10. Give you a genuine competitive edge

Consider your current supplier. How do they stack up against the points raised here? If you're not satisfied by the answers, it's time to see what else is available.

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## About Epicor

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