Questions to Ask When Choosing the Right ERP Consultancy Partner

Use the following questions to evaluate and select right best ERP consultancy partner for your business.

Industry Expertise

- Do they have experience working in your specific industry?
- Can they provide examples of successful ERP implementations in businesses similar to yours?

Technical Proficiency

- Are they certified in the ERP platform you are considering (e.g., SAP, Salesforce, Odoo)?
- Does the ERP consultancy partner have expertise in system customisation, configuration and integration?

Project Methodology

- What project methodology do they use (e.g., Agile, Waterfall, Hybrid)?
- How do they approach planning, execution, testing and post-implementation support?

Team Composition

- Does the ERP consultancy partner's team include functional, technical and change management experts?
- How experienced are the team members in handling complex ERP implementations?
- Are their consultants or workforce certified in software solutions (e.g., SAP, Salesforce, Odoo, etc.)?

Scalability and Flexibility

- Can they design a solution that scales with your business as it grows?
- Are they flexible enough to adapt to changing requirements during the project?

Integration Capabilities

- How do they handle integration with existing systems such as CRM, HRIS or third-party tools?
- Do they use middleware or APIs for seamless connectivity using SAP Cloud Integration suite, Salesforce Mulesoft, Microsoft Azure, etc.?
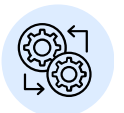
✓ Training and Change Management

- What is their approach to training employees on the new system?
- Do they offer strategies to manage resistance to change and improve user adoption?

✓ Support and Maintenance

- What kind of post-implementation support do they provide?
- Do they offer SLAs for troubleshooting, system upgrades and regular maintenance?

✓ Proven Track Record

- Can they share case studies, references or client testimonials?
- Have they successfully delivered projects on time and within budget?

✓ Cost Transparency

- Is their pricing structure clear and transparent, covering licensing, implementation, training and support?
- Are there any hidden costs or additional fees you should be aware of?

✓ Cultural and Strategic Fit

- Do they understand your company's values, culture and operational dynamics?
- Are their goals and vision aligned with your long-term business objectives?

✓ Knowledge of Emerging Technologies

- Are they knowledgeable in emerging technologies like AI, IoT and predictive analytics?
- Can they future-proof your ERP system by leveraging these innovations?

✓ Proof of Concept (PoC)

- Are they willing to provide a PoC or pilot project to demonstrate their capabilities?
- How do they measure the success of such trials?