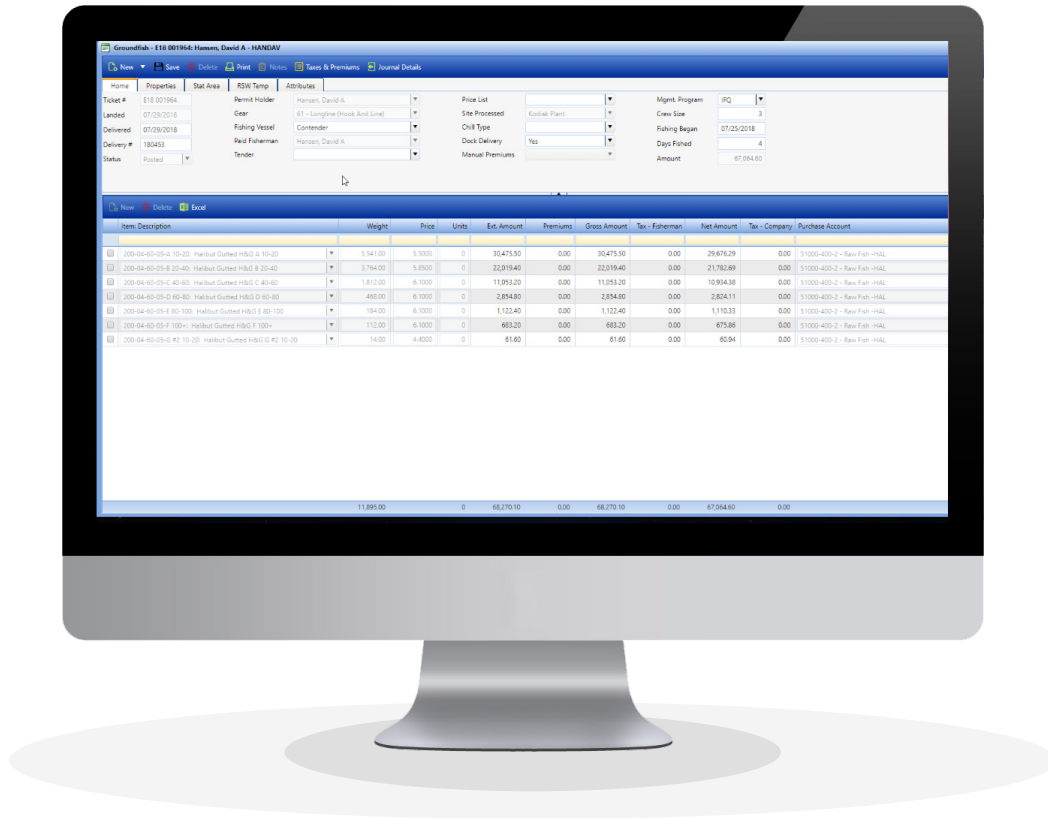


# 3 PITFALLS TO AVOID A FAILED SOFTWARE IMPLEMENTATION

FOR YOUR ALASKA SEAFOOD  
PROCESSING BUSINESS



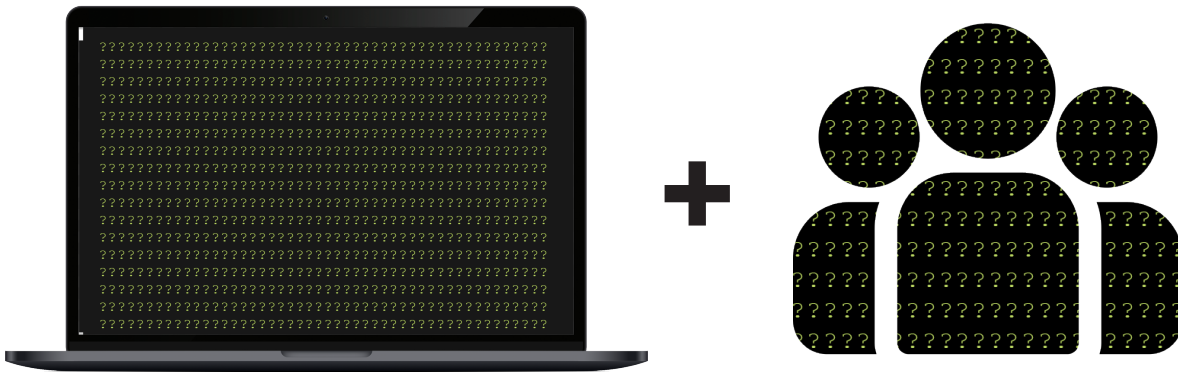


So, you've done your research and know what software you'd like to invest in – but don't think the hard part is over. Now, it's time to implement the software. And, while you should have selected software with a team behind it to help the implementation succeed, you still need to do your part to be as prepared as possible to help it go smoothly. Preparation is key in ensuring a successful software implementation because companies who don't prepare are more susceptible to failed implementations that cost them thousands of dollars with nothing to show for the money they spent. Instead, if you want to make an *investment* that gets you a return, avoid these three pitfalls.

# 1. NOT PREPARING YOUR TEAM

*Your internal ability to manage the implementation project is key to being successful – you have to have the right players in the right seats and everyone has to be on the same page because it's a team effort. In order to adequately prepare your team for the implementation, be sure to:*

- **Appoint a strong project manager:** This person is going to serve as the liaison between the software vendor and your company while also leading the rest of the implementation team and taking on the responsibility of “point-person” who makes sure priorities are met, deadlines are made and adhered to, etc.
- **Gather a team of subject matter experts that understand your company and your industry:** This team will help guide the decision-making process throughout the project and serve as key resources for both the project manager and the software vendor. Be sure to consider including specialists on your team for training, IT, the various business units that will be using the software, etc. This way, all voices will be represented for all aspects of the business that will be using the new software from fisherman management to sales.
- **Assess your company's appetite for change and ensure buy-in:** Your team members who will be using the software day in and day out are the ones who need to be most prepared and on board for a complete overhaul in software. While change can be scary, it doesn't have to be. You can help reduce the fear around a new software implementation with positive communication and vision setting by clearly communicating the goals the new software will help the team achieve, the ways the software will make each team member's job easier, etc.
- **Plan a realistic roll-out:** Based on your budget, priorities, team availability, and timelines along with the help of your software partner, you need to plan a roll-out that can be realistically achieved so that deadlines can be set and team member's in charge can be held accountable. This step will also help achieve buy-in from the team if they know what to expect before embarking on the implementation project.
- **Consider your business processes:** For your software vendor to provide the best implementation support possible, your business processes should be clearly defined and streamlined before going live so that the software can be setup to support the most efficient procedures to avoid rework. For example, making sure your GL account setup and item naming conventions are defined will help implementation steps such as data migration be as successful as they can be.



## 2. CHOOSING THE WRONG SOFTWARE & TEAM

*You may have been burned in the past from making the mistake of choosing the wrong software or software vendor like a lot of our customers had before turning to NorthScope. But don't let that one mistake limit you. Learn from it and determine what it was that made the implementation fail. Was the team not dedicated? Did they not understand your business or industry? Did they care more about moving onto their next sale than helping you succeed? Or was it the software? Did it not really meet the unique needs of your business? In order to avoid choosing the wrong software or team again, be sure to:*

- **Prioritize your needs:** Make a list of all the things you'd like to be able to use the software for – consider how the software could help simplify your life. Then, categorize the items on your list into must-haves and nice-to-haves. For example, is your highest priority to get a system that integrates with eLandings and records Fish Tickets or is inventory management a higher concern for you? Then, if the software doesn't at least check off all the things on your must-have list, then it's out of the running.
- **Get input from your team:** Because your team members will be using the software you choose, you need to take their priorities and perspectives into consideration to ensure a successful implementation.
- **Communicate honestly with software vendors:** Determining what you're looking for in a software vendor is almost as important as what you're looking for in the software itself. Ask the tough questions when evaluating vendors and be clear about your needs.



## 3. NOT SETTING CLEAR EXPECTATIONS

*Now you've prepared your implementation team and chosen the right software and software vendor so it's time to implement your software! But, your implementation could still fail if you haven't set clear expectations with both your team and your new software partner. In order to set clear expectations, be sure to discuss:*

- **Your needs and priorities:** While you've determined your needs and priorities at this point, you need to be sure to share them with your team and your software vendor. If your team and/or software vendor is unaware of what you've deemed as your priorities, you can't assume they have the same priorities as you so their expectations and plans for the implementation won't be the same as yours unless you communicate.
- **Roles & responsibilities:** Who on your team is responsible for what? Does that task fall on your shoulders or the software vendor's? Does everyone know when they're supposed to produce that deliverable? These are questions you should clarify for clear expectation-setting.
- **Timelines & budget:** Are you and the vendor clear on how long implementation should be expected to take? What about how much you can expect it to cost? These are key figures that can derail a software implementation if you're not clear early on.



# NORTHSCOPE'S APPROACH

*NorthScope's approach to implementations is as easy as 1, 2, 3.*

# 1



## IDENTIFY THE PROBLEM

We meet with your team to identify your pain points to understand what's important to you.

# 2



## PLAN TO FIX IT

We create a project plan that will take away your pain points and is tailored for your success.

# 3



## LAUNCH YOUR SOLUTION

We configure your system with your data and hold your hand through training, launching and beyond.

As for the duration, NorthScope implementations average 6-9 months. This is because NorthScope is super configurable in order to give you the control and to avoid custom code (which is too expensive and unnecessary). That means we put a lot of effort into understanding your business and your data to make sure that we get NorthScope setup as best as possible for you to use most efficiently and seamlessly immediately upon go live. Additionally, a lot of software companies only care about selling their solution and moving on to finding their next dollar, but that's not us. We care about you and your success, which is why we're thorough in our implementation process in order for NorthScope to help you succeed. And we don't just stop at NorthScope, we'll help you improve your business processes along the way, too.

**DON'T STRUGGLE THROUGH  
ANOTHER SEASON WITH  
SOFTWARE THAT DOESN'T  
WORK FOR YOU.**

[click here to book your  
FREE NORTHSOPE DEMO](#)



[NLPInfo@TheNLP.com](mailto:NLPInfo@TheNLP.com)



[www.MyFoodSoftware.com](http://www.MyFoodSoftware.com)



425 908 0965