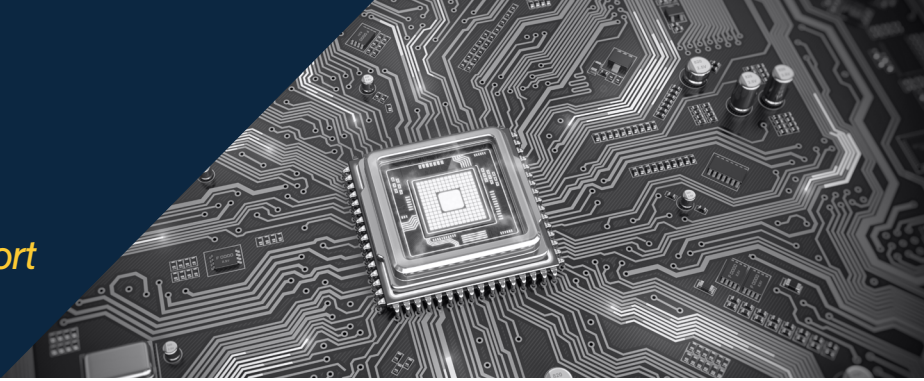


# Technology

## ERP Implementation and Support



## Organizing Growth

When businesses in emerging Asia scale, they are often met with internal growing pains as existing software and hardware cannot adequately handle increases in both workflow and workforce.

An enterprise resource planning (ERP) system organizes growth – ensuring company progress does not hamper internal processes and customer experience. ERP systems improve transparency, empower decision makers, and increase productivity: three key problem areas for businesses setting up or expanding operations in Asia.

### Lightweight Solutions

Many businesses hold an outdated view of enterprise resource planning (ERP) systems as expensive, time consuming, and dependent on bulky infrastructure. However, new 'light weight' ERP systems are bringing the benefits of integrated business processes to an increasing number of companies – changing the way people work all over the world.

Instead of investing in physical infrastructure, businesses subscribe to ERP systems in which a company's data is hosted on an online digital platform known as a Cloud. This is known as software as a service (SaaS) and means that businesses avoid expensive upfront investments while always having access to up-to-date software.

## Communication Across Departments and Offices

During periods of growth, new software is often purchased to meet specific needs of an organization. This can lead to patchwork solutions, creating obstacles to communication and knowledge sharing. Implementing an ERP system integrates data and business processes across multiple departments and locations-allowing business processes to move faster and with the benefit of shared knowledge.

## Customer Experience

An ERP system can work as the foundation of quality customer experience. ERP systems enable a company to deliver goods and services on time, provide additional support, and offer real-time updates. ERP systems empower companies to ensure their business continues to deliver quality customer experience during and following periods of growth.



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**DEZAN SHIRA & ASSOCIATES**

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# Technology

## ERP Implementation and Support

### How We Can Help

#### ERP Advisory

- Coordinate with both the company's domestic tech team and local staff to streamline the ERP implementation;
- Provide advisory on how to adapt the new ERP system to local requirements and compliance;
- Provide advisory and support on how to integrate HQ ERP with local ERP, accounting, other applications (e.g. China's Golden Tax System and Bank System)

#### ERP Implementation

- Define work scope and implement the system accordingly;
- Data Cleanup and migration;
- Online preparation.
- Provide employee training to minimize regular workflow interruptions and ensure ERP deployment are fully realized.

#### ERP Maintenance

- Manage ERP system, providing setting changes and account maintenance;
- Customize ERP system based on the specific needs and operations of the company;
- Power BI Reports development;
- Specific Training.

#### Knowledge Sharing Helpdesk

- Provide remote and on-site support.

#### Cloud Server Maintenance

- Manage subscribed Cloud service, providing system setting changes and account maintenance.

#### Cloud-Based Backup

#### IT Helpdesk

- Provide remote and on-site support.

### Why Dezan Shira & Associates

Dezan Shira & Associates combines technological proficiency and local knowledge in advising and assisting clients with IT systems in Asia. The practice has a dedicated IT team that is experienced in providing cost-effective solutions for traditional IT infrastructure, Cloud computing applications, and enterprise resource planning (ERP) systems. Our team is able to tailor its services to a wide range of business goals after further consultation.

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