

Katzscan Newsletter

Supply Chain Operations & Technologies ~ Vendor Compliance
Good Governance ~ Fraud-Fighter ~ Turnaround Help



Greetings and welcome to 2010. The start of this year marks the completion of Katzscan's 14th year in business.

I certainly hope -- as I'm sure everyone is -- that this is a better year for all and that things pick up economically, fiscally, financially.....whatever your favorite monetary term is.



Speaking of dollars and sense.....

I've helped companies successfully implement their Enterprise Resource Planning (ERP) systems after the selection & purchase was made and after months of unsuccessful use. One business owner told me he wished he'd met me before they committed to their ERP software because of all the problems they were having. Several months after "go-live" they could not process a customer order completely and there was disharmony between the software provider and his company due to project mismanagement and miscommunications on both sides. The business owner recognized the need for software and business operations expertise which he admitted he did not have in-house. He told me he regretted not making the investment at the beginning in a consultant to ensure the correct software decision was made and the implementation went smoothly. In this case and others the financial commitment to the ERP systems alone was in the six-figures and higher.

In all cases my clients had smart, dedicated employees who were looking forward to getting their respective systems implemented; however the companies lacked the proper personnel to successfully do this on their own. Instead they floundered and wasted lots of time and money as they struggled through without proper leadership and project management.

Across Katzscan's 14-year history I've been able to get such projects on-track in timeframes from several weeks to several months, not necessarily requiring daily visits. By bringing operational and technology savings to the forefront while educating management on growth strategies and best practices, Katzscan is much more of a valued investment rather than a cost and provides more of an overall solution perspective.

Why is an experienced multi-industry & solution-neutral consultant necessary for software and business improvement projects? Exactly for those reasons: to bring a broad base of expertise (technical & operational) and impartiality to the forefront and guide companies to the best solution possible. I've often said that while my clients know their industries I know their businesses, and this has proven true time and time again. Software providers are *objective* experts in understanding how their products work. A major gap that I fill is that of being a *subjective* expert in aligning my client's business needs to software functionality without breaking either, meaning that my client's operational requirements are met (though typically exceeded) without the

need for expensive software modifications & customizations.

The companies who thought they were saving money by tackling software and business operations projects without help didn't save a penny; in fact they wasted considerable employee time and wages and suffered a lot of frustration and embarrassment in their customer and supplier relationships.

Make a New Year's resolution to get the help your company needs at the start of -- if not before -- software selection and process improvement projects. As my clients have found and continue to experience, investing in Katzscan's help was money well spent and enabled them to solve problems faster.

Thanks for allowing me to communicate with you.

Norman

Norman Katz, CFE, CFS
Katzscan Inc. - www.katzscan.com

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