

Koorb Consulting: A New Compass

For IT software reseller Koorb Consulting, some of the key benefits of using XSOL software go directly to their customers.

Adrian Green, PeopleSoft Team Leader with Koorb, says they use XSOL's Process Mapping software to engage with customers in the planning phase for the introduction of new Enterprise Software.

He says before XSOL it was difficult to give customers, at an early stage, a full picture of how the new software would work within their business environment. Usually customer understanding increased gradually as the project moved towards completion.

"The customer sometimes doesn't fully appreciate what they're getting into until a late stage and this represents a risk that their expectations will not be met."

"The more a customer understands about how the new software will work in their business and the sooner they understand this, the better."

"XSOL has given us a tool to be upfront about processes and outcomes - helping make our customers more knowledgeable about the products we are selling them and more engaged from the word 'go'." "This makes the implementation process faster, more effective, and ultimately less risky for the client."

In the past, Koorb would sit down with a customer and map out on a white board their current business processes and then compare that against the functionality of the new product.

"It was a matter of spotting gaps between the new package on one side, and the customer's process on the other. This was all recorded in a database we had called 'Compass'. The problem was that while 'Compass' was a nice process from Koorb's perspective, it was hard to publish this information to the customer in a meaningful way."

To fix this, Koorb turned to XSOL - using XSOL software as the new 'Compass' at the heart of their 'True North' implementation methodology. The whole implementation process, Adrian says, is now much more transparent for the customer. This is a key deliverable from using XSOL for Koorb, which seeks to differentiate itself in the reseller market through the excellence of its methodology.

"With XSOL we can produce diagrams and flow charts for our customers that are referenced to each process step," Adrian says. This has made the scoping documentation process up to 30 percent faster for Koorb.

Organisation

Koorb Consulting is an Auckland-based business consulting practice specialising in the deployment and integration of the leading enterprise solutions - Microsoft Dynamics AX, Oracle PeopleSoft and PayGlobal.

Application

Koorb uses XSOL for scoping customer implementation projects, and helping to identify how the user's business functions are reflected in new systems.

Business benefits

- Reduced business risk for customers.
- Process documentation produced up to 30 percent faster.
- Fits with Koorb's emphasis on excellence in methodology.

“Another benefit is the ability to re-use XSOL process mapping templates. When we work with a new customer who is in a business similar to others we have worked with - we don't have to reinvent the wheel.

“In the past, we had to dig deep to find out what a customer was doing. Now we can say: “this is how the standard process works” and look at how the customer's existing processes fit with that. It removes a whole step.”

Because XSOL is used from start to finish in mapping processes, it also allows tracking and testing of deliverables. “When a customer comes back for an Enterprise Solution upgrade”, Adrian says, “Koorb goes through an established process which gives the customer a real understanding of the project and saves everyone's time.”