

Templating your differentiation

Enprise is a global development business with software modules developed for SAP Business One and sold via the SAP resellers worldwide.

Enprise is focused on building “out of the box” solutions in conjunction with SAP Business One for the Services and Projects Industries.

“To help our sales and implementation partners, we’ve started templating systems in a number of market verticals,” says James Brading, consultant at Enprise Solutions.

As part of this initiative, Enprise uses XSOL to help document global best practice across a range of industries. This enables workflows and detailed documentation to be provided to partners as part of a pre-packaged solution.

“As part of the sales process, they can then take these to their customers and discuss how their business should be running - because it’s global best practice,” says Brading.

Enprise has found instances where if companies adjusted their processes minimally they would be able to make significant efficiency gains.

For example, one of Enprise’s customers in the Equipment and Service Industry needed complete business process documentation. Enprise was able to illustrate these business processes using XSOL Mapping.

“Not only were we able to show how other companies in their industry were doing business and the benefits of those approaches, we were also able to show how a new system would work and how we’d recommend it be used to ensure maximum efficiency.” As a result of the exercise the customer was able to make small changes that delivered significant savings across the entire group.

Once a company’s processes have been mapped using XSOL Mapping, continual process improvement is possible, leading to ongoing benefits.

Organisation

Enprise Solutions is a New Zealand software development business, distributing products globally via resellers. In addition Enprise has a local services business selling and implementing ERP solutions for the local small and medium business market.

Application

Creating templates that provide process maps based on industry best-practice. Helping companies streamline processes to make them more efficient and more cost-effective.

Business benefits

- XSOL Mapping enables process templates to be created based on industry best practice.
- Enprise’s customers can see their processes in diagrammatic, graphical form so they can be easily changed or refined to ensure they are effective and efficient.
- XSOL provides an integrated view of business activity - allowing processes to be standardised to ensure maximum efficiency and to realise economies of scale.
- Documented processes can be continually refined to ensure ongoing efficiency gains.

Enprise is now promoting a template for the services industry in conjunction with SAP. This fully packaged solution documents the best-practice for a service company's workflows and process-flows on a role-by-role basis. The product has already been released in Australia and New Zealand and a US and European launch is imminent. All the documentation for the new template was generated using XSOL Mapping. "That's one of the beautiful parts of the XSOL software," says Leanne Graham (Managing Director - Enprise Global Products). "You have one repository for all the workflows, and from that you can generate multiple types of output documentation."

As far as Graham is aware, none of Enprise's competitors are offering this kind of process documentation functionality. "They have to start from scratch every time," she says, "so using XSOL gives us a significant competitive advantage. We can engage more quickly, and deliver more to the client in less time."

Simplifying the workload

Enprise works through the XSOL business process maps in workshops with its customers, to ensure everyone agrees on the processes and buy-in is gained from the outset. Previously, Graham and her team relied on copious notes that had to be collated and documented back at head office (with resulting delays when the process flows discussed in the original meeting could not subsequently be agreed upon). Today the procedure is far more immediate. "We can do it all visually as part of the workshop," says Graham.

At those workshops, Graham's team can design processes and workflows and illustrate the results visually to the customer. "It's a collaborative effort and everyone can see what the processes are or what they should be. You get their agreement upfront, without any back and forth," says Graham. "Customers can see clearly what the impact of changes will be and why we recommend they do things that way."

A sales advantage

"We know what our customers do and we can show them how the solution would fit into their business and work for them," says Brading. "But using XSOL means we can do this much more efficiently and cost effectively because we're not reinventing the wheel every time. At the same time, we can demonstrate to customers our deep understanding of their business, show what best practices for their industry look like and how they might be implemented in our customers' businesses. And we can demonstrate visually what the benefits to them will be."

The benefits of XSOL Mapping are clear to Brading and his colleagues at Enprise. "Everyone is very impressed by what they get out of the product and how flexible and easy to use it is."

Brading says it is highly likely that Enprise will use more tools from XSOL, such as XSOL's process automation tools. Using these tools, customers can take their process maps and generate an application directly from them. They continue to enhance and improve that application by simply redefining their process maps as their business needs dictate.

Graham adds: "This 'out of the box' solution with built in business processes means small and medium businesses can get the benefits of large solutions without the cost and effort."