Automate or Out-of-Date?

Can Your ERP System Handle the Complexities of Modern Order-to-Cash Processes?

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Executive Summary

It's not the ERP's fault! They are doing exactly what they were designed to do!

The Enterprise Resource Planning (ERP) solution was a game changer - way back when - but even the most ardent supporter would admit the much-adapted solution is insufficient for today's digital transformation era and evolving business needs.

Traditional business models, anchored by ERP and CRM systems, are unable to address the complexity and demands of new models. Today's subscription billing model, which must factor in everything from quoting to ordering and fulfillment, is unable to be contained within such a linear process, requiring instead an agile system capable of rapid responsiveness to literally thousands of daily customer events.

Amid the options available to address a deficient legacy system and with business processes lodged between ERP and CRM systems - the middle office - increasingly mission critical, the recommended alternative to address these gaps is a comprehensive automated solution such as RecVue's purpose-built Order Lifecycle Management suite.

Whether legacy or cloud, ERP systems were not designed to handle the complex order-to-cash challenges of the modern economy.

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ERPs Were Created for a Reason (Hint: it's NOT O2C!)

ERPs were once a game-changer and demonstrated the ability to adapt through the years. There's a reason the solution was created in the first place and a multitude of reasons the solution remains relevant.

Strengths of ERP Systems

Centralized repository of data and communication	An integrated system	Financial report generator
Ability to operate at, or close to, real-time	Ability to control and manage day-to-day operations	Consistent look and feel across modules
System and workflow structure	Stickiness (not easy to rip and replace)	

Additional strengths when factoring in the 'modern ERP' solution - cloud-based, digital operations platforms (DOP) - reflecting a more agile, artificial intelligence-based and experience-driven environment:

- Ease of integration
- More informed business decisions
- Scalability
- Data silos
- Real-time data and advanced reporting for insights and business intelligence
- Improvement of key performance metrics, including complete and on-time delivery, inventory turns and internal schedule compliance
- Potential for increased team collaboration
- Reduced operational costs

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Even "Modern" ERPs Fall Short

- Time-consuming and costly implementation and upgrade processes
- Problematic upgrade process, requiring cumbersome workarounds
- System complexity and exorbitant deployment costs
- Impractical to switch between ERPs without significant cost and disruption
- Painfully complex integration for new acquisitions
- Extensive training requirements

- Creation of unnecessary dependencies between independent businesses in the name of integration
- Limited remote accessibility
- Challenging ERP-driven workflow
- Erratic or insufficient data transfer in and out of the system due to specific meanings and limitations of fields used in an ERP
- Insufficient level of data granularity or detail for proper planning, analysis, reporting and performance management

Don't Just Take Our Word For It

FORRESTER®

Most legacy enterprise resource planning (ERP) investments fail in the digital era. They move too slowly, lack intelligence, and are too complex for the realities and customer expectations of the digital world.

Forbes

To deliver greater value to customers, organizations now must combine assets and capabilities across companies into a single collaborative platform where they can create new value. …Traditional ERP systems cause huge constraints in the way networks can operate.

Gartner.

[Traditional solutions] are good at billing one-time sales, but more often than not, they are unable to support these new digital business models.

MGI Research

The panoply of digital tools available today is radically shrinking time-to-market…by over 40% through the use of cloud computing, big data…and process and organizational innovations.

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Order-to-Cash Demands More Than Legacy ERP and CRM Systems Deliver

The evolution of the modern business back office, ushered in by the creation of the ERP solution, helped bring about a similar front office transformation a couple of decades back via the CRM system. Yet, it is in the space between these two tentpole systems - the middle office - where most of today's business operates amid a tangle of complex systems and manual processes.

Neither the ERP nor the CRM was designed with the requisite flexibility in mind or or the ability to work together. Why spend time, money and resources to force the issue?

Today's complex billing models, including subscriptions, which must factor in everything from quoting to ordering and fulfillment, are unable to be contained within such a linear process, requiring instead an agile system capable of rapid responsiveness to literally thousands of daily customer events.

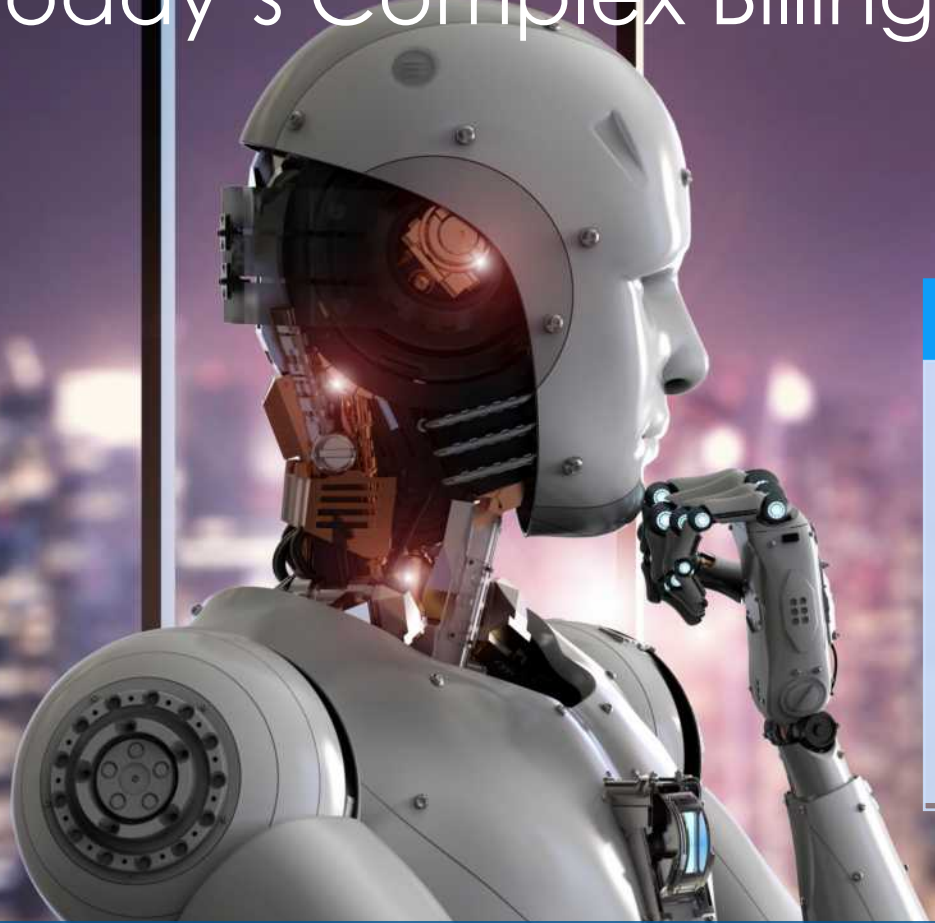"By 2022, we expect agile billing to displace over 15% of incumbent billing solutions."

MGI
Research

Today's Complex Billing Models Require New Capabilities

Pricing	Flexibility	Usage	Payments	Control
Leverage pricing strategies to maximize the value of a customer beyond the basics	Launch new products and pricing packages swiftly and simply	Bill customers based on usage, in any type of situation	Offer flexible payment gateways, regardless of currency and medium	Address billing friction, revenue leakage and customized billing solutions

Key drivers to digital growth - modern pricing model mix 'n' match combinations of one-time purchases, subscriptions and usage-based consumption pricing - simply cannot be supported accurately, consistently and in a timely manner without automated billing.

Any attempt to do so reduces cash flow predictability and jeopardizes any hope of a positive customer experience.

How to Address ERP Deficiencies

You know you need to do something, but what? The more modern - or cloud-based - ERP is an improvement over legacy ERP systems in several ways but remains inadequate for many business models.

Manual processing and spreadsheets? If you are still considering this a valid option, you haven't been paying attention!

Option 1: "Rip and Replace" Current Systems

- Expensive
- Disruptive
- Time-consuming
- Unnecessary
- Still won't give you all the functionality you need

Option 2: Enhance Existing Systems with Modern Financial Functionality

- Integrate with existing financial systems
- Less expensive, time-consuming and disruptive
- Fill your system gaps with only the functionality you need

"Two-thirds of software decision makers in enterprises plan to replace or complement their enterprise resource planning (ERP) software with software-as-a-service (SaaS) applications or have already done so."

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RecVue Order Lifecycle Management (OLM) Solution

Enabling mission-critical order-to-cash processes for today's economy.

Built from the ground up for the middle office needs, our complete OLM suite automates all aspects of order-to-cash processes delivering billing, revenue management and channel partner compensation in a single solution.

Contact us today to learn how RecVue's order-to-cash solutions can give your organization the smart monetization edge to make you future-ready.

Don't let billing complexities get in the way of your business success.

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