

# Business in Brief

## Implementing Successful Solutions



### Part 3 – The Successful Solution in Action



Once a solution has been designed, installed and everyone has been trained, there are still a few more ways to ensure that it becomes a success.

#### **Insist on adoption**

When a solution has been designed and implemented with processes that are simple to follow and the staff are trained and involved then it is definitely off to a good start. However, projects that fail often end up doing so through poor system adoption.

If senior management are users of the solution then they should set a good example and make it known that they rely on the system too. Also, to minimise reasons for not using the system, staff that missed the original training should

be trained on another date as soon as possible.

Any systems made redundant through the installation of a new solution should be removed or their means of access made inoperable. If only a few people continue to work the old way, confidence in the content the new system can be quickly diminished. The solution's general usage should be monitored as well as the normal business KPIs. These activity reports can be monitored in order to ascertain what is normal and what's not. This will allow management to feel the pulse of their new system and their business.

#### **Review and revisit**

The new solution should hopefully be delivering the benefits that were anticipated but perhaps the system is capable of benefiting the organisation much more than it already is. Time should be taken to regularly review the new pressures in the business and consider if the new solution can help take the strain.

Remember that the most effective way to get results is through continuous improvement of the way the system is used. It is sometimes a good idea to keep the project team going long after the initial deployment.

#### **Keep a lookout**

Keep an eye out for new data sources that appear in the business, should they really be a part of the new solution? Staff may not always have the 'business perspective' you took when you invested in the system; often they will start to create new islands of information just because they didn't think to use the system, or didn't appreciate what else it could do.



## Keep knowledge current

Often companies that are having problems with their solutions can trace the root cause to a lack current knowledge about the tools they have available.

After the initial project implementation, it is important to continue to ensure that, as staff change, adequate knowledge is maintained about what the solution can do. This includes ensuring there is an education process for new staff. Ultimately not using the system to its full capacity carries significant costs and often contributes to the undermining of the solution.

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