WEBINAR

WHY YOUR SOFTWARE IMPLEMENTATION SUCKED

TOP REASONS SOFTWARE IMPLEMENTATION GOES WRONG AND HOW TO ADDRESS ISSUES

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JENNIFER FLEAY

Scout Learning Services SpecialistScout Talent
+61 7 3330 2595
jennifer.fleay@scouttalent.com.au

KEEANO CANZON

Shortlisting & Selection Specialist
Scout Talent
+61 7 3330 2589
keeano.canzon@scouttalent.com.au

HOUSE KEEPING

- Your microphones are on mute and we can't hear you, however we absolutely encourage your participation!
- If you have any questions or comments please type them in the GoTo Webinar Action Pane on the right side of your screen.
- We will try to address these throughout. We will also leave time at the end to go through your questions and share our contact details.

- Duration: 30-40 mins
- If you experience any technical difficulties at all, please let us know via the GoTo Webinar Action Pane and we'll happily help.

WHAT WE'LL COVER TODAY

1. What can go wrong during software implementation
2. Ten steps to successful software implementation
3. Question Time!

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QUICK POLL

What’s has been your biggest software implementation challenge?

- Not getting internal buy-in
- Training staff for the change
- Preventing delays and pushing out the launch date
- Chose the wrong software
- Other

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RESULTS

WHY YOUR SOFTWARE IMPLEMENTATION MIGHT'VE SUCKED....

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YOU WENT TOO BIG, TOO FAST...

- Scope for launch - don't strive for perfection!
- What are your core objectives for **launch**
- What's your communication plan for **launch**
- What's your training plan for **launch**
- And how do they serve your bigger picture plans?

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YOU DIDN'T INVEST IN TRAINING

Not investing in training can create negative impacts, such as:

- Lowered effectiveness of software/technology
- Reduced return on investment
- Increased project costs
- Resistance to change and sometimes complete software abandonment
- Increase in manual process
- Lowered job satisfaction due to frustration
- Loss of ability to maintain software

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COMMON TRAINING MISTAKES...

- Assuming people have foundational skills
- Failing to groom an in-house trainer
- Falsely assuming there won’t be staff changes
- Over reliance on face-to-face training

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QUICK POLL

Which of these common training mistakes have you or your organisation made when trying to launch a new software system?

- Assuming people have foundational skills
- Failing to groom an in house trainer
- Falsely assuming there won’t be staff changes
- Over reliance on face-to-face training

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RESULTS

YOU'RE MISSING YOUR CHAMPION

- Designate an implementation lead/team
- Remember that software is only a tool
- Involve your implementation lead/team in the selection of your solution.

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YOU'RE LACKING BUY-IN

- You didn't effectively communicate your 'why'
- You didn't anticipate resistance to change

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WHERE YOU MIGHT HAVE GONE WRONG...

- You tried too achieve too much, too fast
- You didn't invest in training
- You're missing your champion
- You're lacking buy-in

OUR TEN STEPS FOR NAILING YOUR SOFTWARE IMPLEMENTATION

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GOT A SUGGESTION?
PLEASE SHARE IT WITH US!

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APPOINT A PROJECT MANAGER

GET FAMILIAR WITH YOUR NEW SYSTEM

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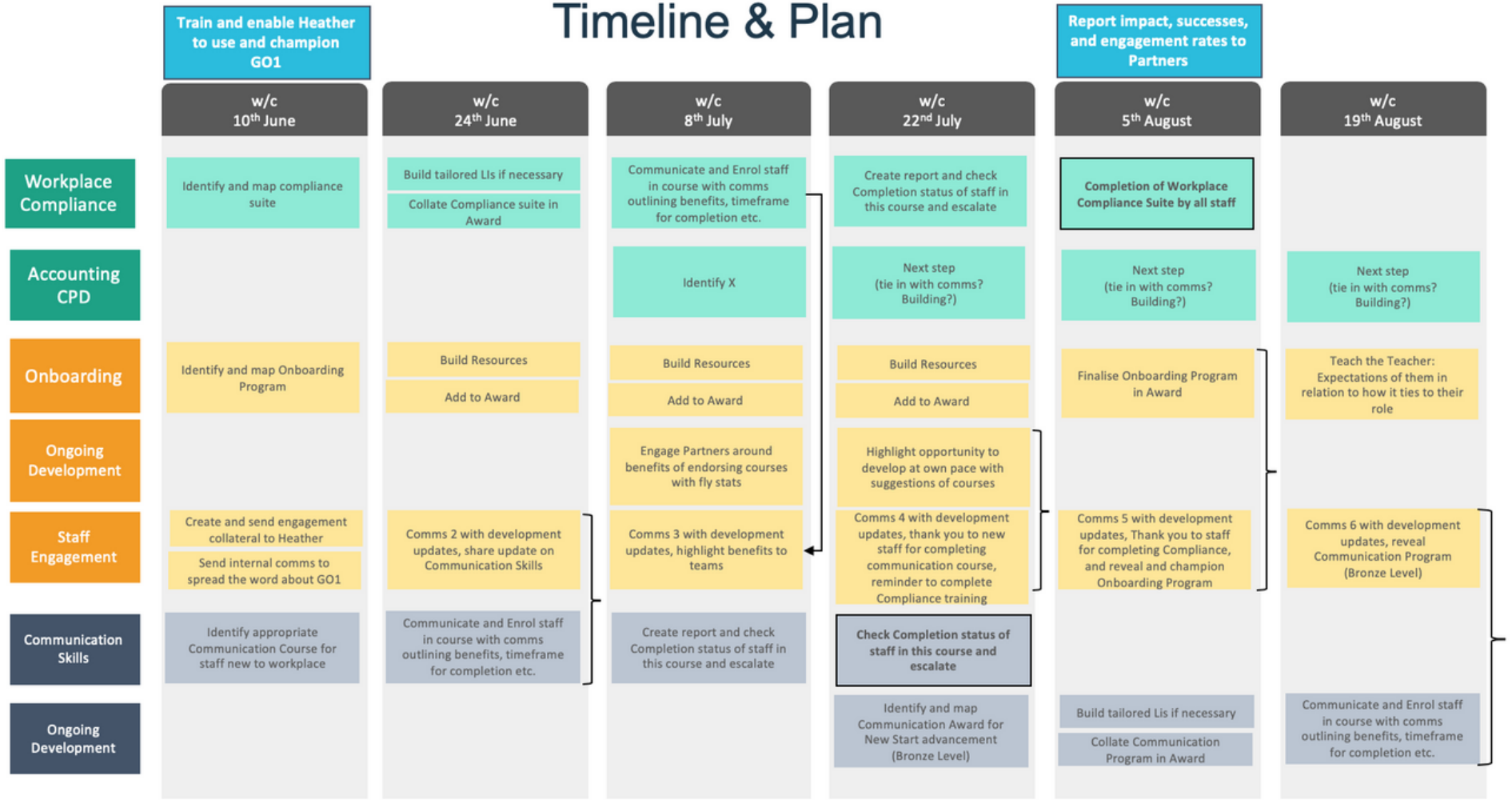
SET A (REALISTIC) PLAN

BREAK IT DOWN - CREATE A TIMELINE

Timeline & Plan



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KEEP YOUR PLAN UP TO DATE

WIN OVER YOUR STAFF

TRAIN WELL

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GO LIVE WHEN YOU'RE READY

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KEEP AN OPEN MIND

STAY CONNECTED WITH YOUR SOFTWARE VENDOR

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IN SUMMARY

- Be prepared & put someone in charge
- Communicate your progress & generate buy-in
- Train well & train often
- Stay connected with your Software Vendor

IMPLEMENTATION RESOURCE

Implementing a new software system in the future?
Download our helpful resource to help guide your implementation and get you ready for a successful launch.

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QUESTIONS

THANK YOU!

JENNIFER FLEAY

Scout Learning Services Specialist
Scout Talent
+61 7 3330 2582
jennifer.fleay@scouttalent.com.au

KEEANO CANZON

Shortlisting & Selection Specialist
Scout Talent
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keeano.canzon@scouttalent.com.au

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