Jefferson Wells™
ManpowerGroup

Dreading Your ERP Upgrade?

There’s a silver lining

February 19, 2026

Meet Our Presenters

Jim Hejka
National Practice Director
Business Optimization Services
Center of Expertise
Jefferson Wells

Kelly Blasiman, CPA
Director of Finance & Accounting
Midwest Region
Jefferson Wells

Agenda

- Understanding the Benefits of ERP Upgrades
- Overcoming Common Challenges
- Maximizing ROI from ERP Projects
- Q&A

Polling Question #1

What is your biggest concern about ERP upgrades?

A. Data migration issues

B. User resistance

C. System downtime

D. Cost of implementation

Benefits of ERP Upgrades

Improved Data Management

Operational Efficiency

Enhanced Decision-making

Compliance and Reporting

Customer Satisfaction

Opportunities to improve organization-wide

Improved Data Management

Accuracy

- Centralize data
- Automate data entry

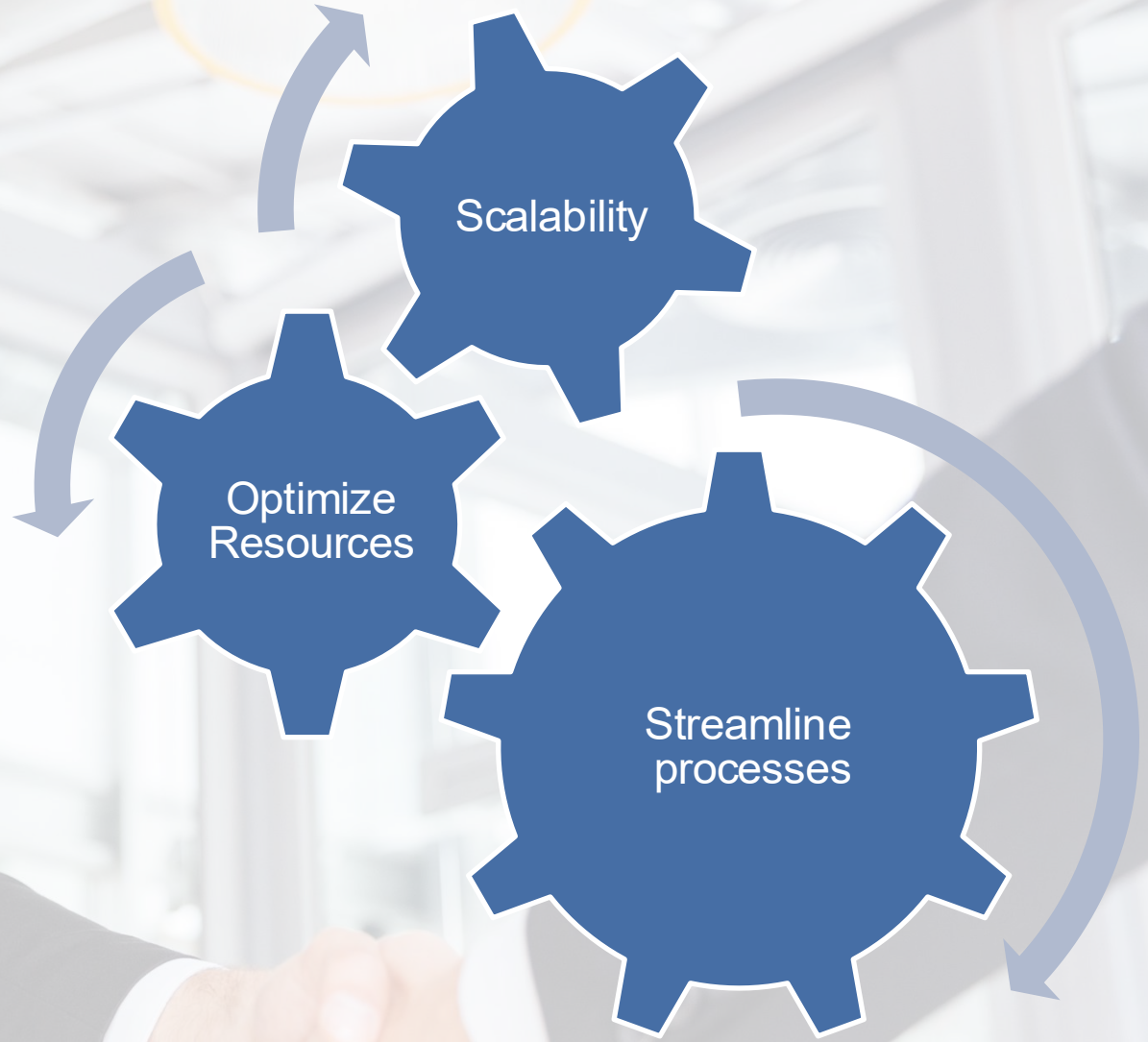
Accessibility

- Real-time data from anywhere
- Improve collaboration and decision-making

Security

- Advanced security features
- Protect sensitive information

Operational Efficiency



Enhanced Decision-making

- Real-time Reporting
- Advanced Analytics
- Predictive Analytics

Compliance and Reporting

Regulatory Compliance

- Automate documentation and reporting

Audit Trails

- Transparency and accountability

Customer Satisfaction

Successful Case Study

Situation

- A chain of restaurants with **32,000 stores** sought to streamline its operations
- Lots of **fragmented systems** needed to be unified

Source: PanGrow: *Starbucks ERP Case StudyPangrow*

Strategy

- **Phased Implementation:** Started with US and Canada before going global
- **Cross-Functional Collaboration:**Ensured close cooperation between IT and business units
- **Customized Training Programs:** Developed tailored training for staff
- **Pilot Testing and Iterative Refinement:**Identify issues early and refine the system iteratively.
- **Continuous Improvement:** Ongoing enhancements post-implementation adapt to evolving business requirements.

Results

- **Operational Efficiency:** Achieved streamlined operations and reduced redundancies, leading to cost savings.
- **Consistent Global Processes:** Established standardized processes across all locations, enhancing consistency and quality.
- **Enhanced Decision-Making:** Improved data visibility facilitated better strategic planning and responsiveness.

Failed Case Study

Situation

A global fruit packer and distributor wanted to support international growth and improve reporting capabilities

Source: 12 famous ERP disasters,dustups and disappointments | CIO

Strategy

- **Inadequate Requirements Gathering** resulted in mismatches between the software's capabilities and operational needs.
- **Real-time inventory** was a particular need since overripe fruit quickly becomes rotten and unfit for sale

Results

- $22.2 million drop in year-over-year profit for the quarter
- Hired a third-party consultant to remediate the implementation at a cost of $3.8 million

Polling Question #2

Which benefit of ERP upgrades do you find most valuable?

A. Improved data accuracy

B. Enhanced decision-making

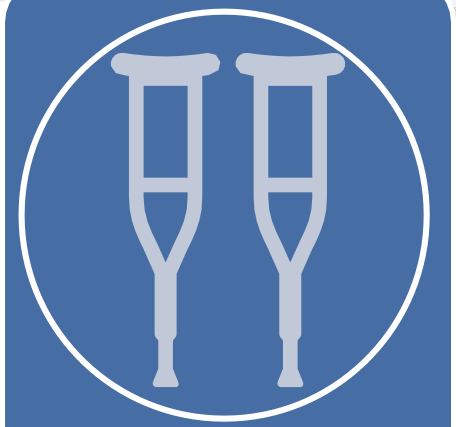
C. Operational efficiency

D. Better compliance and reporting

Overcoming Common Challenges

Data migration

User resistance



System downtime

Cost of implementation

Integration challenges

Opportunities to improve organization-wide

Data Migration

- Data Loss
- Data Integrity
- Data Compatibility

User Resistance

Real concerns

Sensitive or difficult transactions?

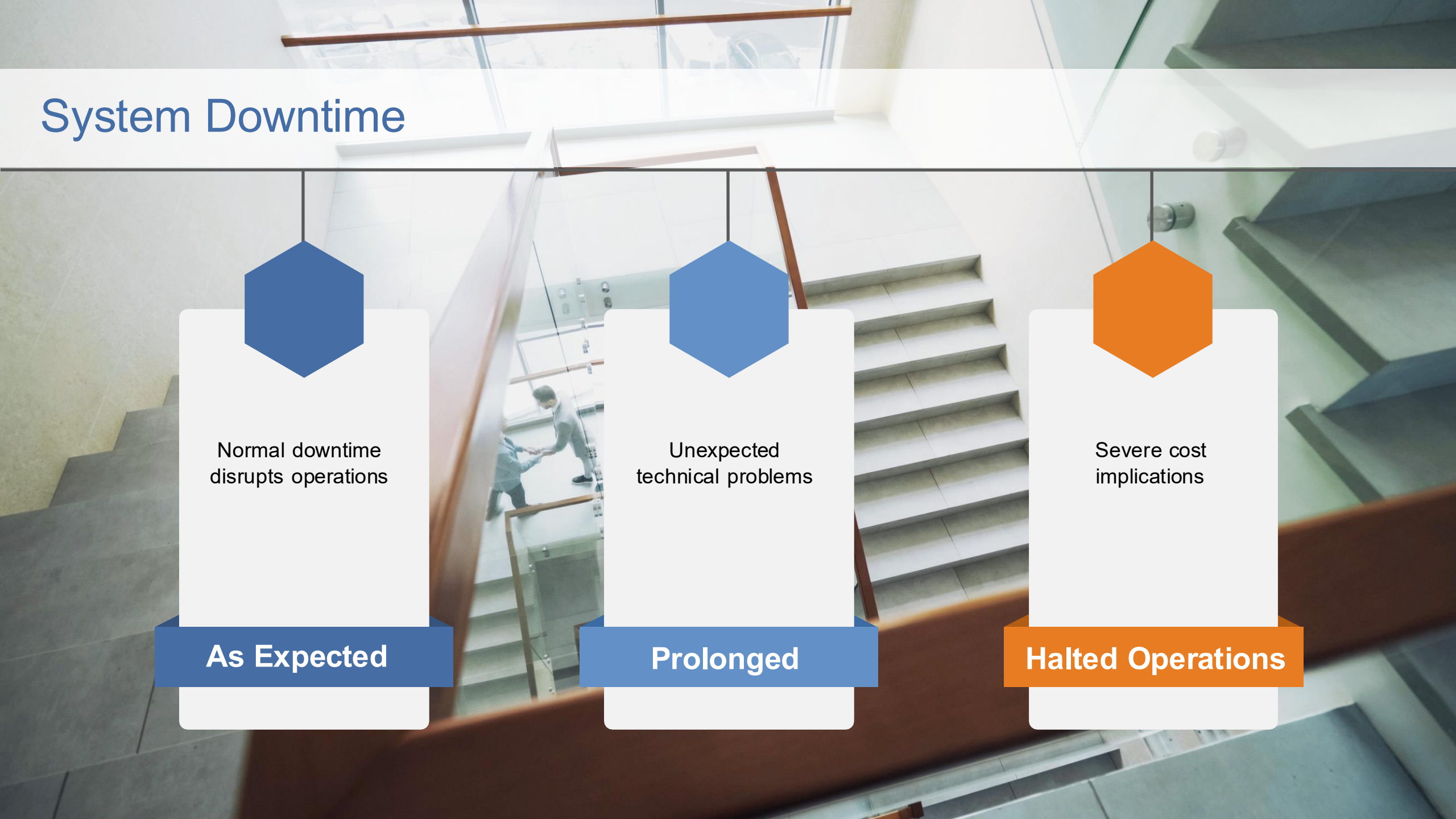
The plank that broke the camel's back?

Burnout

Slow adoption rates

You gotta train to see the gain!

System Downtime



Normal downtime disrupts operations

As Expected

Unexpected technical problems

Prolonged

Severe cost implications

Halted Operations

Cost of Implementation

Downtime adds cost too!

"ITIC's 2021 Hourly Cost of Downtime survey indicates a single hour of server downtime totals **$300,00 or more** for 91% of mid-sized enterprises (SMEs) and large enterprises. And among that 91% majority…44% of corporations said, **hourly outage costs exceed one million ($1M) to over five million ($5M).**"

Source: Information Technology Intelligence Consulting, https://itic-corp.com/itic-2021-global-server-hardware-server-os-reliability-survey-results/

Integration Challenges

- Integration with other systems
- Consistent data across systems
- Aligning processes and workflows
- Security and privacy

Practical
Solutions Begin
with Change
Management

Polling Question #3

What strategy do you think is most effective for overcoming user resistance?

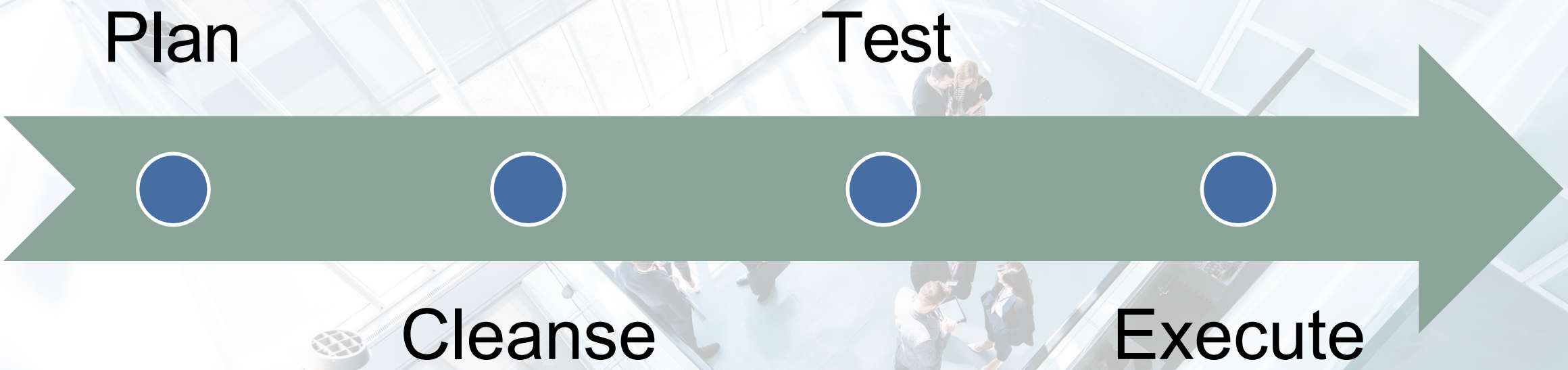
A. Comprehensive training programs

B. Clear communication of benefits

C. Involving users in the upgrade process

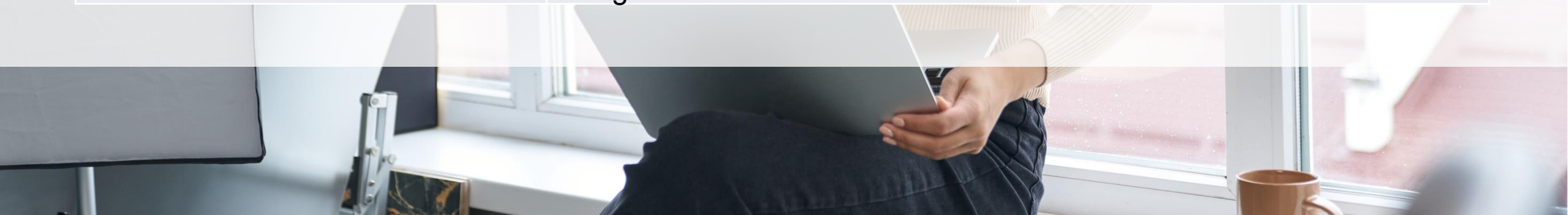
D. Providing ongoing support

Data Migration Best Practices



Maximizing ROI

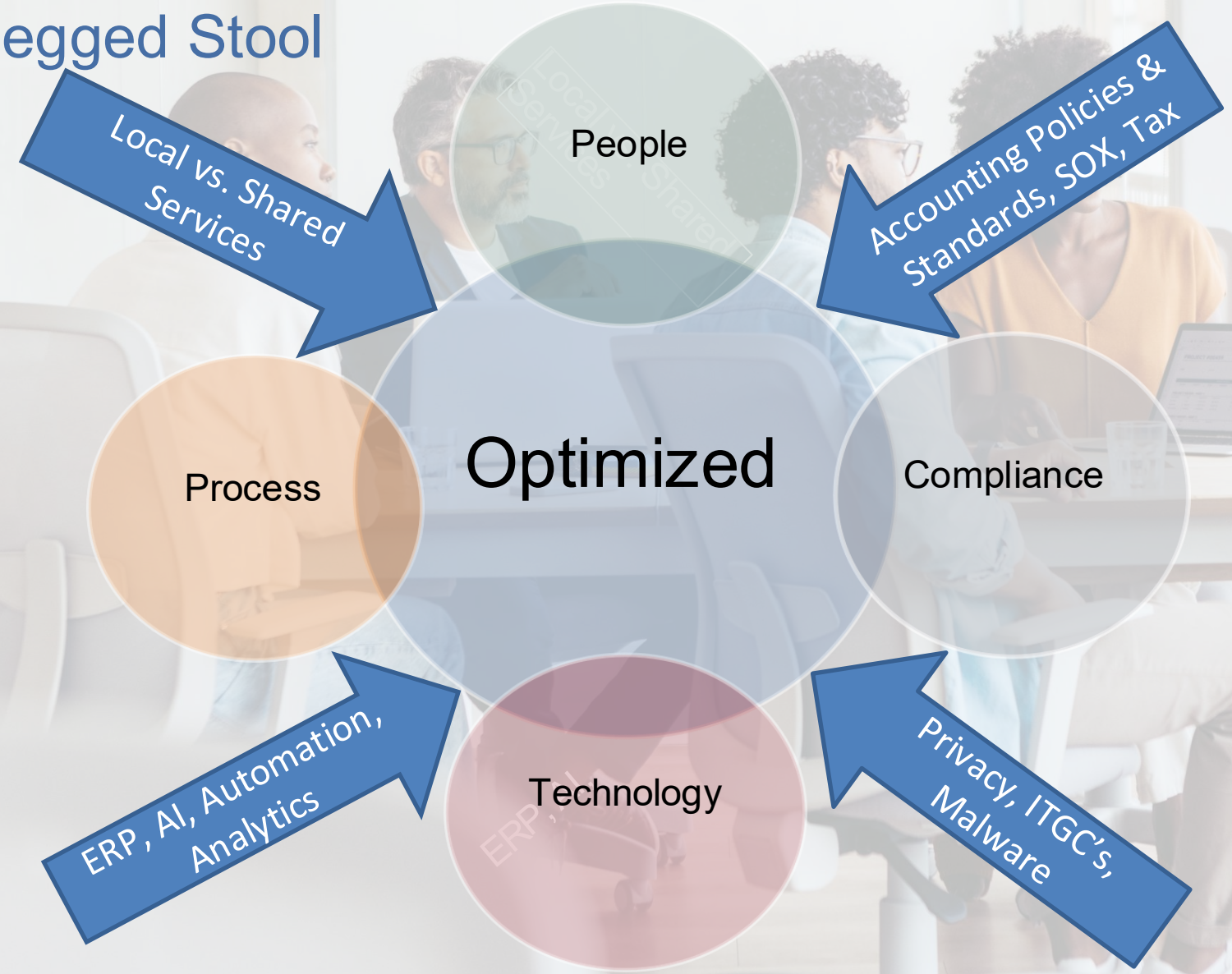
Legacy Habits	Strategic Choices	Strategic Considerations
Upgrading the existing product	A broader selection effort that takes industry-specific needs into account	An objective third party may be a helpful addition to this effort
Migrating all legacy processes	Using standard “out of the box” processes in areas that don’t create competitive advantage	Make sure regulatory and tax issues are addressed in all jurisdictions
Transitioning the old process to the new system	How AI could be used to reduce or eliminate manual tasks	Ensure data privacy and security remain intact
Cramming system design decisions into already-packed schedules	Backfilling all or part of key users’ “day jobs” so they can focus on the implementation and critical design decisions	Ensure backfilled resources have the skills and authority to maintain operational continuity



The Silver Lining

Talent Shortage	• Leverage AI
Growing Regulation and Tariffs	• Automate existing compliance • Consider specialty tools with regular updates
Competitive Landscape	• Enhancing customer experiences online

Four Legged Stool



Best Practices

Strategic Planning

Stakeholder Alignment

Process Optimization

System and Data Readiness

Vendor & Partner Collaboration

Testing & Training

Post Go-live Optimization

Cutover Planning

Polling Question #4

How do you currently measure the success of your ERP system?

A. Return on Investment (ROI)

B. User satisfaction

C. System performance metrics

D. Operational efficiency improvements

Questions?

Kelly Blasiman

Jim Hejka