MUNICIPAL BILLING SYSTEMS
SELECTION AND IMPLEMENTATION

PRESENTER
PEET DU PLESSIS
CONTENT

* Steps to select system
* Requirements for a successful implementation
* Steps to implement system
* Ongoing support
SELECTION OF SYSTEM

* Decide firstly on
  * Buy of the shelf
  * Develop own
* Compare current systems with new needs analysis
  * Needs analysis requires lots of questions by all departments and users of the system
* System design and review
  * Look at current work processes, change and improve old system processes where applicable
  * Ensure that all new requirements are captured
  * Ensure system are properly scoped for developers where needed
Any system creates partnership
  * Look for reputable partner
Compliance with legislation, policies and procedures
Minimum changes to work processes
  * Reduce time for training
  * Changing to documentation in use
Make use of current user site inspections
SUCCESSFUL IMPLEMENTATION

Need:
- Good design of system
- Proper implementation plan
- Executable cut-over strategy and plan
- Good project management
- Hard work by team of professionals

Follow one of the following approaches
- Look at full demonstration clear all uncertainties
- Create demo company and work on it until there is confidence
- Make use of parallel run of sample data
- Follow same approach as in previous system implementations

Data migration
- Decide on the data to be migrated upfront
SUCCESSFUL IMPLEMENTATION...Cont.

* During implementation ensure the following
  * Project management with qualified manager in ERP system implementation
  * System support
  * Consulting services by various consultants assisting with data, training, change management and overall project management
**STEPS TO IMPLEMENT**

- **Step 1**
  - Review new business processes and requirements

- **Step 2**
  - Draft Project plan
  - Build a pilot system
  - Validate business processes and system functionality
  - **UAT**
    - Test migrated data from legacy system
    - Test integration to other legacy systems
    - Test reporting of the new system
* Step 3
  * Train staff in best practices and procedures build into system to gain maximum functionality
  * Results to be reviewed & sign-off that it is in line with overall implementation plan
  * Ensure all internal control, access and authorisation exists

* Step 4
  * Use knowledge gained in steps 1, 2 and 3 to complete implementation
  * Migrate all data as planned
  * Ensure all data has been migrated through proper reporting and reconciliations
Once system is implemented ensure that there is a support contract in place

Establish helpdesk

  * Train staff to provide first line support, this will cut cost on support contract

Create web enabled communication to supplier of system

  * This will reduce transport cost for the supplier

Take part in a user group amongst all users of the system
THANK YOU