

Getting Positive ERP Transformation Outcomes for Your Business

What we do

Firstly, we optimise Customer Business Processes by capturing and applying business rules, adding new capabilities and automation

Then we extend Customer ROI by using Agile Development, Agile Deployment, Agile Adoption, and Persona-based data driven decisions

Our Business Process Improvement (BPI) focus

- Supply Chain
- Asset Management
- People Management
- Financial Management
- Persona-based User Interfaces
- Work Force Mobility
- *Google-like* Searches
- Data Driven Decision Making
- Machine Learning
- Predictive Statistics
- Data Validation and Visualisation
- Process Optimisation through automation and enhanced digitisation

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Current Research and Experience: Even though ERP's are a fundamental asset for large companies; ERP transformations remain fraught with failure.

A recent McKinsey Digital¹ paper says three-quarters of all ERP Transformations fail to stay on schedule or within budget, and two-thirds have a negative ROI.

They state five primary reasons (and challenges) associated with these failures:



Outcome: ERP Transformations can drag on for years with NO measurable impact or capability to make valid assessments.

Couple this outcome with:

- Changing industry and stakeholder expectations, for example Industry 4.0, ISO 55000 and Regulatory Compliance
- A lack of new innovative capability from ERP Vendors
- Acceptance that the ERP design focus is still on feature or function and activity or task instead of business process
- Impact of changing day-to-day business dynamics
- A realisation that ERP systems are too monolithic for today's businesses

And your ERP Transformation is heading into a "death spiral".

Diriger's approach and solutions to quick ROI

The Next Generation ERP Transformation needs to encompass three basic principals

- **VALUE** – Has to have a measurable and meaningful ROI in a short time frame
- **EASY** - Be easy to align processes and business rules with organisational strategy, objectives, tactics and priorities
- **FAST** - Be agile to design, deploy, adopt, correct, sustain and improve

Diriger's approach has been tested over the past two decades and meets this challenge by

- Understanding our Customer's business environment
- Staying abreast of industry and regulatory influences
- Engaging and working with the Customer's scarce resources and helping them on their journey
- Identifying where 'Quick Wins' can be gained and how to 'Extend' business utility in a manageable manner over time
- Provide technology and support so Customers focus on their core business.



Diriger’s ERP & BPI Methodology

Following many years of developing, implementing and improving ERP environments across major Asset Intensive industries in various corners of the globe, we have been able to shape an ERP implementation and business improvement methodology that produces visible results time and time again.

The DirigerBPI Methodology is built on ‘Four Pillars’ that comprise the standard PDCA-Cycle:

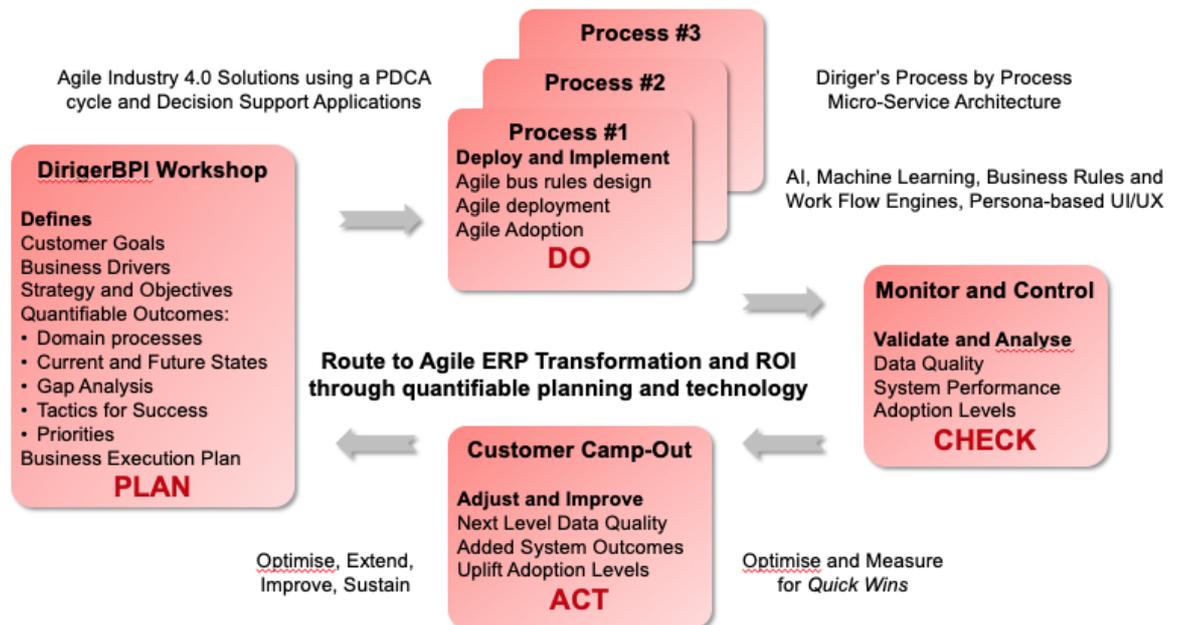
Technology and Innovation with

- Problem solving capability
- Reliable outcomes
- Customer collaboration
- Effective and Ethical approaches

About the Author

Greg Towne is a Co-Founder of Diriger with 30+ years of experience implementing ERP’s and BPI Initiatives in Mining, Utilities, Energy & Defence. He is PMP accredited and was instrumental in developing an ISO & PMBOK ERP specific implementation methodology now used by organisations world-wide.

- **Program Strategy (PLAN):** Uses our ‘holistic and quantifiable’ business process improvement workshop methodology to garner business drivers and objectives, define and ‘score’ gaps between current and future states, prioritise deployment tactics and approaches in alignment with the Customer’s strategy and business objectives. Diriger’s data visualisation and analysis tools (DirigerSEE) are used to determine the Customer’s current state and Diriger’s High Performing Organisational (DirigerHPO) tools are then used for planning purposes.
- **Deploy & Implement (DO):** Diriger has a number of process-based applications that are deployed with agility via a micro-service architecture that utilises AI, Machine Learning, Business Rules & Work Flow engines, Inherit Data Analytics, Integration Platforms, and a Persona-based UI/UX – each domain and process has the benefit and capability of being deployed individually and driven by business priorities.
- **Monitor & Control (CHECK):** Our flexible business rules and work flow engines allow the Customer to selectively measure and analyse the business systems performance and what additional improvement steps can be taken to optimise and then extend business outcomes in an agile manner.
- **Customer ‘Camp-Out’ (ACT):** Currently, most Customers want to get rapid results for any new digital transformation initiative and similarly apply rapid corrective action in order to continue to improve. At Diriger, we not only provide you with the technology enablers to do this; we ‘Camp-Out’ with the Customer at the coal-face to help ensure you get the ROI that your investment deserves.



1 McKinsey Digital “Agile in enterprise resource planning: A myth no more”, By Didier Casanova, Swati Lohiya, Jerome Loufrani, Matteo Pacca, and Peter Peters, August 2019

Diriger Borrowed from Latin *dirigō, dirigere* (‘to direct’), simplified into a first conjugation French verb