BuildingPoint
SOFTWARE CONSULTING

Fix a Failed Implementation

EMRAC

St. Louis, Missouri

EMRAC is a Engineering and Construction Management firm focusing in industrial refrigeration, mechanical utility systems and food plant construction.

Project Description

EMRAC had a problem. A failed software implementation resulted in the company not knowing where they were at.

The company contacted OnPoint with an initial punch list: Job Cost, Project Management, and Financial Statement information was unreliable, and program operators were very frustrated.

The system was deemed "inoperable" and OnPoint was brought in to evaluate whether their job cost accounting system was the right choice of software.

Key issues and quick solutions were identified. Unfortunately, a key area was around data integrity, which had been compromised with inappropriate entry of beginning balances at conversion to the new system. Until that was fixed all data was suspect.

The Solution

Primary issues to resolve with significant, positive impact were identified, planned, and executed including:

- OnPoint's Data Services Specialist fixed the data integrity
- Key management Crystal Reports that had been designed incorrectly were fixed
- Processes were determined and smoothed streamlined
- A simple way to capture job changes, forecasted cost, and generate a WIP report was developed
- A one-page Executive Dashboard was designed, showing key financial trends and cash flow.

OnPoint provided a Contract Controller to EMRAC for over 2 years, assisting with infrastructure and financial data for quick decision making as the company grew.

The Result

EMRAC had timely, accurate data in a format that made sense to make decisions needed to grow.

How This Can Apply to Your Company

Are you experiencing a failed software implementation? Are you getting information so that timely decisions can be made? Partner with a Professional Services Company that knows your business, knows your software, and has the right resources to help you solve problems and grow.