



CASE STUDY 5

ERP SELECTION AND IMPLEMENTATION FOR LARGE CAP UNIFORM SERVICING DIVISION OF LARGE CAP CONGOLMERATE

SITUATION

Aramark Uniform Services had been evaluating ERP systems to replace their legacy application for more than 2 years. They were unable to come to a decision about which system would be the best or what functionality they were going to implement or how the company would function with a new ERP system. The new CIO and IT department had contacted several consulting firms to evaluate systems and provide cost estimates for implementation. The CFO and finance department were unable to feel comfortable with any of the consultants or the estimates they had provided. They were at a stalemate. The primary concern of the CFO was the accuracy of the estimates both in time and financial commitment. The primary concern of the CIO was to replace an aging unsupported technology platform.

SOLUTION

LJR Consulting Services (LJRCS) and Lynda Roth had implemented the legacy application and the CFO trusted her and her staff. The CIO asked Lynda to speak with the CFO and finance management regarding the new ERP system. After an initial consultation, the CFO agreed to have LJRCS perform the following:

- Prepare a requirements analysis and system recommendation
- Define functionality to be implemented
- Prepare an implementation plan and budget.

Once this project was completed, the CFO agreed with the selection of the Oracle eBusiness Suite ERP application and the plan that LJRCS had created. LJRCS worked with the Aramark team for the next 2 years to implement the functionality throughout the company based on the original plan. The system was implemented successfully within the original budget and time frame.

BENEFITS

By implementing the new system, Aramark was able to streamline their processes and had a system on a new technology platform that would support them in the continued growth of the business.

The CIO was able to eliminate one of his key problems which was supporting a technology platform that was no longer supported by the software or hardware vendors.