

# ERP PERFORMANCE+

REALISE GREATER VALUE & UTILISATION FROM YOUR ERP INVESTMENT

## Strategic Alignment

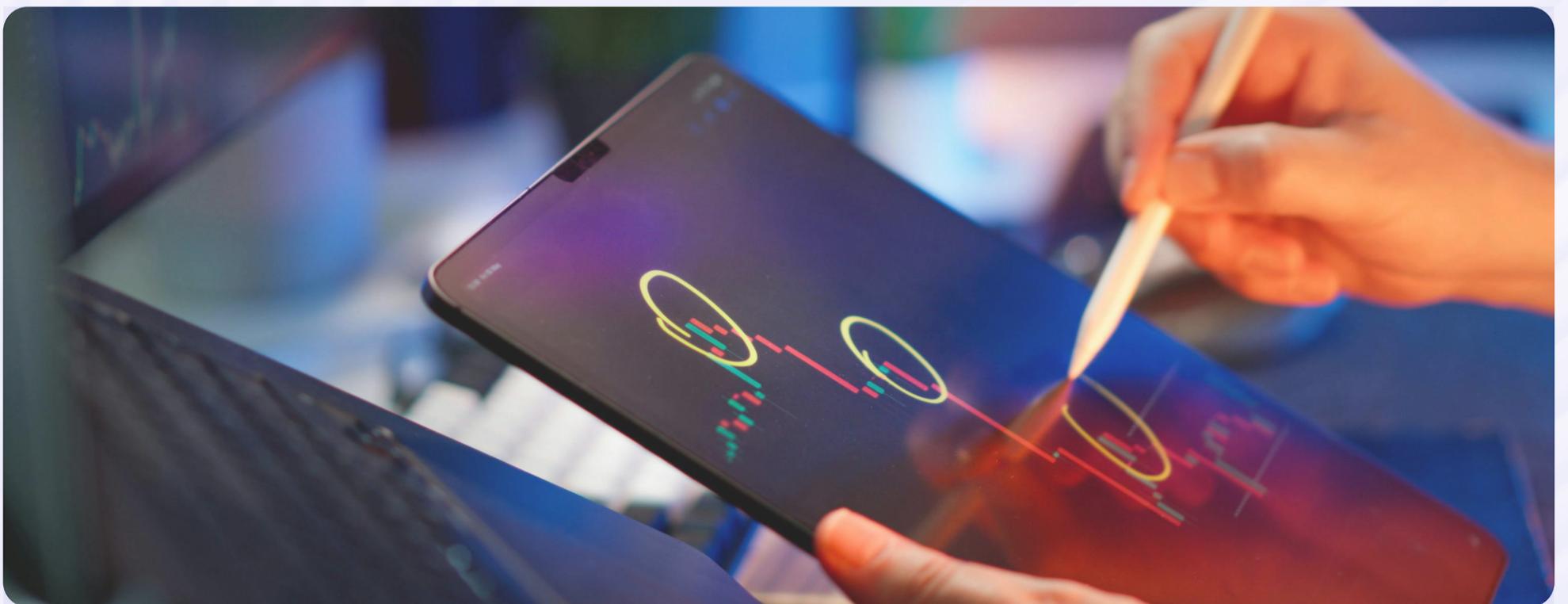
Partner with business experts who understand your industry needs and **align ERP capabilities** with your **strategic objectives** for maximum impact.

## Operational Excellence

Transform your ERP from a business system into a **business advantage** through process optimisation, user adoption, and continuous improvement.

## Future Ready Analytics

Ensure long-term ROI success through proactive maintenance, feature optimisation, and regular business value assessments tied to **measurable outcomes**.



## What we are seeing in the market

*86% of UK CEOs are investing in automating processes and systems to enhance business outcomes*

PwC CEO Survey

*AI-driven analytics improve operational efficiency, with 77% of organizations investing in AI for business outcomes.*

(PwC Leaders Survey)

*92% of enterprises emphasize the need for 24/7 monitoring and proactive ERP management to prevent disruptions.*

IBM

## ERP Performance + Framework

ERP Performance + is a comprehensive managed service framework designed to unlock the full potential of your ERP system through strategic advisory, and continuous managed optimisation



## What is ERP Performance +

ERP Performance + is a managed service framework and support ecosystem which:



### ROI & Utilisation

Bridges the gap between technical capabilities and business utilisation through targeted training, workflow optimisation, and interface enhancements that increase adoption rates and unlock the full potential of your ERP investment.



### Operational Efficacy

Transform your ERP Investment into a well-utilised and streamlined solution through expert tuning, regular health assessments, and implementation of industry best-practices.



### Ensure business continuity

Safeguard your critical ERP capabilities with monitoring, rapid issue resolution, and proactive maintenance that minimises disruptions and maintains the integrity of the beating heart of your business operations.

## The Codestone Advantage

We will deliver these three major business outcomes:

### Enhanced Business Performance

Implement best practices, optimise workflows, and leverage automation to increase efficiency, reduce errors, and improve decision-making across your organisation.

### Positive ROI on ERP Investment

Maximize the ROI of your ERP platform through regular value assessments, adoption optimisation, release management, and strategic roadmap alignment.

### Empowered Workforce

Transform user experience through targeted training, skill development, and productivity enhancements that boost adoption and satisfaction while reducing support costs.

## A Flexible Modular Services Framework

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### CLOUDCARE ERP

24x7 Service Desk



Vendor Escalation  
Management

Standard SLA

Application Support

User Assistance

Service Reporting &  
Improvement

Client Value Manager



Cloudcare **SLA Upgrade**

**ENHANCED SLA**

**1HR P1 RESPONSE**

## Value Realisation Packages

Then, choose from any of the below packages to drive ROI and additional value from your ERP Investment:

Package Name	Our Services	Your Outcomes
<b>RELEASE MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Release Impact Assessment</li> <li>Impact Overview</li> <li>Sandbox Environment for Update Verification</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reduced Risk of Disruption</li> <li>✓ Accelerate Update Readiness</li> <li>✓ Early Identification of Issues</li> <li>✓ Improve Stakeholder Confidence</li> </ul>
<b>ADOPTION &amp; CHANGE OPTIMISATION</b>	<ul style="list-style-type: none"> <li>ERP Adoption Score Assessment</li> <li>Training Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved Feature Utilisation</li> <li>✓ Enhance User Capabilities</li> <li>✓ Optimised ERP System</li> <li>✓ Reduced Reliance on Support</li> </ul>
<b>SECURITY &amp; COMPLIANCE</b>	<ul style="list-style-type: none"> <li>Role-Based Access Review</li> <li>Compliance Monitoring</li> <li>Leaver Security Review</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved Security Posture</li> <li>✓ Alignment with GDPR</li> <li>✓ Early identification of issues</li> <li>✓ Enhanced Visibility</li> </ul>
<b>STRATEGIC VALUE REALISATION</b>	<ul style="list-style-type: none"> <li>Business Process Optimisation</li> <li>Process Review</li> <li>Value Realisation Review</li> </ul>	<ul style="list-style-type: none"> <li>✓ Maximised ROI from ERP Investment</li> <li>✓ Clear Roadmap with Timelines</li> <li>✓ Improved ERP Utilisation</li> </ul>
<b>EMPLOYEE EXPERIENCE &amp; ENGAGEMENT</b>	<ul style="list-style-type: none"> <li>Employee Engagement Assessment</li> <li>New Starter Enablement</li> <li>New Employee Training</li> <li>Codestone User Accreditation</li> </ul>	<ul style="list-style-type: none"> <li>✓ Tailored Learning Paths</li> <li>✓ Faster Employee Onboarding</li> <li>✓ Improved Competency</li> <li>✓ Lower Support Demand</li> </ul>

## Our Technology Partners

ERP Performance + is powered by our market leading technology partner ecosystem:



SAP Business One

SAP Business ByDesign™



Microsoft Dynamics 365 Business Central

SAP S/4 HANA



Microsoft

## Accelerate Your Data Intelligence Journey

### Begin with a Business-First Approach

Start with our ERP Performance + Advisory, where we align ERP investments directly with your strategic priorities, ensuring your system drives measurable business outcomes from day one.

### Implement the Roadmap in Phases

Establish a clear path forward with our modular service framework, allowing for quick wins while building toward comprehensive ERP transformation that delivers sustained value.

### Define Clear Value Metrics

Partner with us to establish specific KPIs tied to business outcomes, providing a clear measurement framework for your ERP investment that resonates with stakeholders.



**SPEAK TO OUR TEAM TODAY!**

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