KAU ERP Story: A University experience of implementing SAP
Agenda

• Our Goals
• How to reach?
• KAU Briefing
• Sickness symptoms of Legacy
• ERP Readiness
• ERP Scope
• Selection & contracting
• Lessons learned
Our Goals

• More resource utilization
• More transparency
• More efficiency
• More productivity
How to reach them?

- More budget & money spending
- More people
- More technology
- More business processes
KAU briefing

• Legacy system > 15 years
• 100k+ students
• +15000 staff
• Huge and inconsistent data
• Complex and dynamic nature of business
Sickness symptoms of Legacy

- Data inconsistency, incomplete, inaccurate
- Lack of support & maintenance
- Aging technology
- Reporting inefficient
- Lack of business decision
- IT/programmer-centric
What is an ERP?

• A system that can integrate your people, business processes and technology to work in harmony together to achieve your business Objectives!
ERP Readiness

- ERP readiness Assessment
- Organization maturity level (here)
- Business process maturity (A sample)
- Technology assessment
KAU Scope

- Human Resources (HCM)
- Finance Department
- Budgeting & Planning Dept.,
- Procurement & Contract Dept.,
- Warehouse Dept.,
- Inventory Control Dept.,
- Document Management System
- Business intelligence & reporting
- Correspondence System
Selection & Contracting

• Build your business needs and cases
• Build your requirements
• Short list your ERP vendor list
• Map requirement to ERP vendors short list
• Select the best one that map **MOST** of your requirement
• Sounds easy! But tricky?
Other selection criteria

• Find more about maintenance and support
• Ask about human resources availability
• Site visit similar institution
• Map budget vs cost of ERP
• Learn from other people experiences
KAU-SAP

• KAU decided to go with SAP for basic facts:
  1. SAP is pure ERP company
  2. SAP is pure business process oriented
  3. SAP has clear roadmap for higher education
Success factors

• Be transparent from day one
• Executive admin buy-in and continuous support is a **MUST**
• Build your team
• No politics, No hidden agenda
• Prepare your Data
• Be ready to a roller-coaster journey
Other factors

• Manage people expectations
• Dedicated Professional project manager
• Get ALL people involved
• Strong change management program
• Business people must be owner of the project
• Choose the right and experienced implementer
Lessons Learned

• Build clear, detailed RFP
• Get All stakeholders buy-in
• ERP implementation is a Journey not a destination.
• Prepare your University for the change
• Prepare your team (sample)
• Prepare your data
Thanks for listening