



Overcoming the Top ECM Implementation Challenges

According to the recent industry survey, the following are the top 5 obstacles encountered by firms while implementing their existing Electronic Content Management or Business Process Management solution:

1. Underestimated process and organizational issues

In general, the initial engagement between vendor and client should follow a clearly defined process, which is a best-practice for success in the adoption and use of ECM technology. The first step within an organization should be a discovery process to explore the organization's flows and processes and provide suggestions for process improvement and efficiency maximization. This first step is not complete until both the vendor and the client are clear on the architecture of their business processes. If your ECM provider does not offer this assessment, it may be a red flag, and time to find a new solution.

2. Underestimated process and organizational issues

If you don't know how to use the solution, or if it's hard to use, then chances are that your implementation will fail. Time and time again, expensive software purchases go under-utilized because of lack of training and support material. To safeguard against this problem, choose a vendor that offers continued services, support, education and product enrichment to ensure that the software investment is paying off.

3. Project derailed by internal politics

The ubiquitous Achilles' heel of every implementation project: internal politics, which govern and decide the fate of many software investments. To avoid confusion and disagreements during the implementation phase, after discovering the needs and flows of the organization, the ECM provider should offer a customized strategy and expected ROI. A well detailed and thorough plan will avoid any surprises and reduced potential disruptions to the process.

4. Uneven usage due to poor procedures and lack of enforcement

Ongoing process improvement and ensuring enterprise adoption are among the requirements to consider an implementation successful. Your ECM system should be designed to ensure compliance with internal and external policies, keep change management efficient and reduce downtime during operation optimization.

5. Underestimated the effort to distill and migrate content

Whether its scanning reams and reams of paper documents or importing gigabytes of files, the migration of your mission-critical documents shouldn't be a hassle or a reason to derail an ECM implementation. Come to think of it, your commitment to migrate the content was the reason you probably looked into an ECM solution in the first place. The implementation plan and strategy should ensure that your company feels comfortable with the procedure as you move forward with your ECM solution. Be sure to choose a provider that can assist and provide support to overcome this challenge.

Through our Professional Services team, iDatix provides the end-to-end support structure to ensure the success of your implementation. From pre-implementation design and process consulting, through system installation and training, and to ongoing remote and on-site support services, the iDatix team provides you the resources for superior results.

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