

CASE STUDY

Single Source Systems provides disciplined methodology for smooth implementation for Northwest Pump

Implementing a new software solution can be a tedious and worrisome process for some organizations. Many issues, from migrating data to training team members, must be worked through before the cut-over from an old to the new solution can happen. Unexpected down-time is always a concern.

When the IT team is already stretched to capacity, this extra work can seem daunting and may even cause an organization to postpone a necessary upgrade. It doesn't have to be that way.

Northwest Pump, the West's largest distributor of petroleum and industrial equipment, recently turned to Single Source Systems to help them implement Infor Service Management (ISM) to manage their service operation.

Decision drivers

Northwest Pump manages a large volume of orders and service calls and strives to offer its customers highly responsive and attentive service. "Technology plays a major role in helping Northwest Pump stay competitive and highly efficient," says Susan Miller, Senior Business Application Analyst. Susan chose to work with a third-party consulting firm to ensure the project went smoothly. She wanted to be sure Northwest Pump could achieve their goals as quickly as possible, with minimal disruption to their day-to-day operations. They couldn't afford unplanned down-time or roadblocks in the execution.

Industry expertise

She chose Single Source Systems, a long-time channel part of Infor, to be the implementation partner because of its 25+ years of experience in the service industry, including knowledge of ISM. As known experts in field service, Single Source could help Northwest Pump truly optimize operations, deploying best-in-class strategies, she knew.

"We wouldn't have gone live on our timeline without them," she says. "I tell peers that even if

"...They kept us on track, everything very structured and disciplined, and according to a timeline."

-Susan Miller, Senior Business Application Analyst.

you think you can do it on your own, even if you have the knowledge to put those pieces together—your implementation will take longer, and the risk of failure will be high without the support of Single Source."

Methodology and discipline

Susan goes on to explain that the Single Source Milestone Methodology provided a structure to the project that was crucial. "Single Source provides something invaluable. They have an inherent structure to their projects that methodically walks you through each piece of the implementation." She adds that the process, with built in milestones, created natural stopping points where the team would evaluate if they were ready to move on to the next phase or not.

Steps could not be skipped or rushed past, either. Several Northwest Pump team members were on the project team and had assignments, along with the work that Single Source performed. "They held us accountable, too, and made sure we did our part, whether it was the training portion or making decisions."

Timely and efficient

Susan goes on to credit the methodology for efficiency. "They kept us on track, everything was very structured and disciplined, and according to a timeline. That was the reason we were able to get it done as quickly as we did," said Susan.

CASE STUDY

Milestone Methodology delivers implementations on-time and on-budget

Northwest Pump's implementation took seven months, a relatively condensed time period for implementing a complex service management solution. Some organizations, attempting a deployment like this on their own, have reported implementations taking twice that time.

Communication supports progress

Susan adds that the weekly meetings were important. On every call, their assigned consultant was able to show her something new. "He would really listen and understand our challenge with an operational issue and then come up with a solution. Or if there wasn't a solution, we would talk through if it might be an enhancement request, or a feature Single Source could design to get us through any rough patches that we had. That kept us moving forward, without wasting a lot of time."

Expertise plays a part

Single Source would point out options, then the implications of each. "They understood every piece of the puzzle and that was a huge deal," Susan adds.

Besides the milestone methodology, Susan says Single Source brought deep knowledge of the



Every team member working on the project had a clearly defined role and was held accountable for their contribution.

solution to the project and this insight proved very helpful. She points out that an organization trying to manage a deployment on their own could never know as much about the solution as a partner who has performed hundreds of implementations. So, while it is possible to do your own project management, it will likely take longer and face more risk of an unforeseen issues.

"It's really valuable to have that knowledgeable partner," says Susan. "I think of Single Source as more of a teammate, the best teammate I could hope for."

About Single Source Systems

Since 1995, Single Source Systems has been focused on the field service industry. It is a longtime Infor channel partner with deep expertise in Infor solutions, ensuring a smooth implementation journey for new ERP deployment or upgrades. The Milestone Methodology developed by Single Source is a five-step process based on best-in-class project management principles.

Steps include: Plan, Build, Test, Go-Live, and Optimize. After extensive planning and goal setting, work begins on configuring the solution. Conference rooms pilots are used to test the system and ensure data and workflows are performing as anticipated. After go-live, Single Source continues to monitor and support the customer, suggesting further ways to enhance performance in future projects. For more information on each step in the methodology visit the Single Source website.



[Learn more](#)

singlesrc.com/erp-implementations