

From Go-Live to Got Value



UP TIME
CONSULTING

There's power in change

From Go-Live to Got Value: Why Change and Training Make or Break Enterprise Transformations



NICHOLA BERNER
MANAGING DIRECTOR
UPTIME CONSULTING



TONY COOK
FOUNDER & CEO
FUDGELEARN

Agenda

- ☐ ERP Scenario
- ☐ The Reality of ERP Go-Live
- ☐ Why Value Is Lost After Go-Live
- ☐ Change & Training Feedback Loops
- ☐ What “Good” Looks Like
- ☐ Use Case
- ☐ Key Takeaways for Attendees
- ☐ Q&A

Poll 1

How many projects have you been part of that have been successful?

- 0-1
- 2-3
- 5+

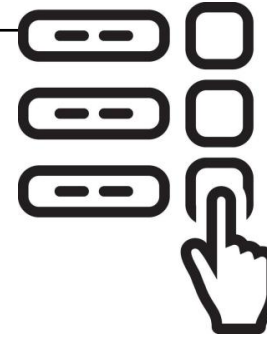


ERP Scenario



Poll 2

Who can guess what went wrong?



The Reality of ERP Go-Live

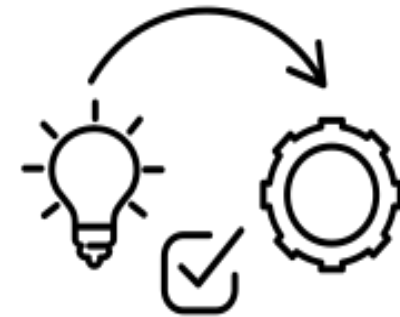
Go-Live Is an Event. Value Is a Journey.

✓ *Most ERP programmes go live 'successfully'*

✓ *Systems work - people struggle to **adopt***

✓ *Many struggle to realise **value** afterwards*

✓ *Confidence, productivity and **ROI** lag post go-live*



Why Value Is Lost After Go-Live

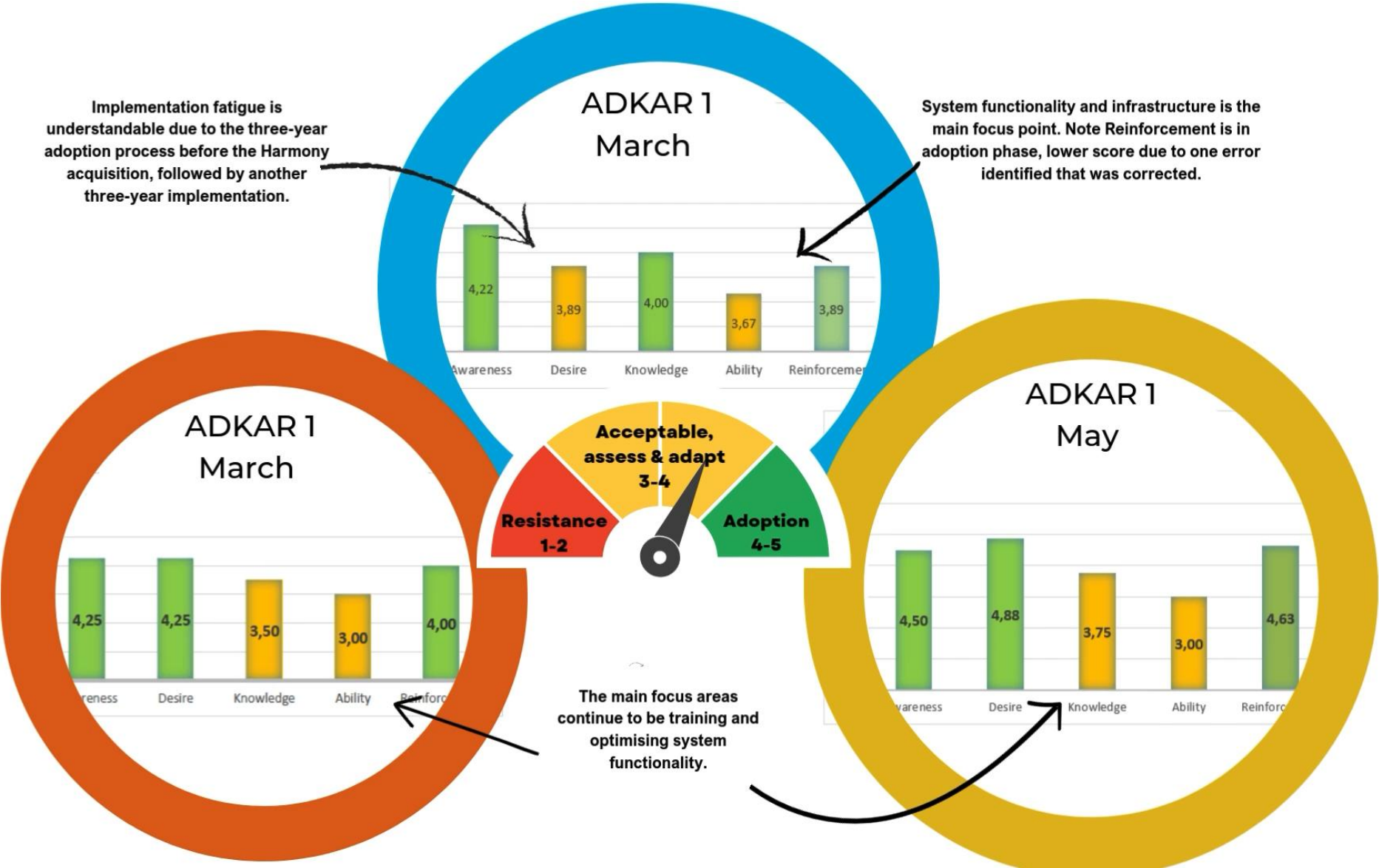
Where ERP Programmes Typically Break Down

- *Change, training and testing operate in silos*
- *Business impact unclear during design*
- *UAT focuses on transactions, not real work*
- *Training delivered too late or too generically*
- *Ownership shifts to the business before people are ready*

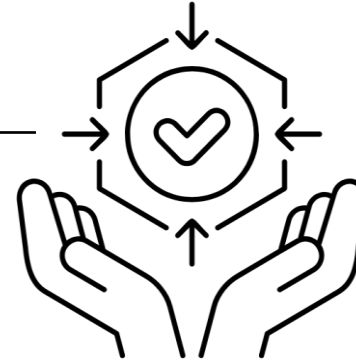
Result: Low adoption, workarounds, delayed benefits.



Change & Training Feedback Loop



What “Good” Looks Like



Connecting Change, Training & Testing

Successful ERP programmes treat these as **one journey**:



Before go-live:



During delivery & UAT:



After go-live:

- | | | |
|--|---|---|
| <ul style="list-style-type: none">▪ Clear future roles & ways of working▪ Change impacts identified early | <ul style="list-style-type: none">▪ Testing reflects real business scenarios▪ Training aligned to roles, not screens | <ul style="list-style-type: none">▪ Reinforcement, confidence building▪ Ownership embedded in the business |
|--|---|---|

Oracle Fusion Finance Implementation (OTC, R2R, P2P)



Situation:

An implementation of Oracle Fusion Finance across core streams, including Order-to-Cash (OTC), Record-to-Report (R2R), and Procure-to-Pay (P2P).

This was off the back of a previous failed ERP Implementation.

Key Problem:

Leadership alignment was inconsistent, and the implementation partner's execution created confusion across teams. The team struggled to stay mobilised and coordinated through the practical phases of implementation.

How We Helped:

We applied hands-on change management & Training practices to bring all stakeholders together, align leadership, and re-energise the team.

What Changed (Use Case Continued)

What Made the Difference

- Change impacts clarified against future roles
- Training redesigned around real scenarios
- Testing aligned to day-one business activities
- Change, training and testing planned together

Outcome

- Faster user confidence post go-live
- Reduced support dependency
- Improved adoption and value realisation



**WHAT'S IN
IT FOR ME?**

Key Takeaways for Attendees

What You Can Apply Immediately

- Go-live is not the finish line
- Adoption depends on people readiness, not system stability
- Change, training and testing must be connected early
- Value is realised **before, during and after** go-live



Regardless of ERP technology, on-prem or cloud.

KEY TAKEAWAYS



Q&A

Connect with Us

Book A Meeting with Hellen Eadie



Book A Meeting with Nichola Berner



Thank you