



## Stalled Bookmaster ERP implementation rescued and rolled out.



Celebrating its centenary in 2007, Reed Publishing NZ is New Zealand's oldest publishing house. Reed is recognised internationally for its publishing of books from New Zealand and the Pacific including Natural History, Maori and award winning children's books.

When Reed ran into problems recently implementing its newly acquired Bookmaster publishing ERP, it called Simpl in to rescue the failing project.

Reed had been struggling with an internally led implementation and was already nine months behind schedule. Adding to the pressure on the publisher was the fact its parent company, Australian based Harcourt Education, was analysing Reed's implementation as a pilot programme for its own implementation. Delays at Reed were severely affecting Harcourt's plans.

### Adding Business Context to the Application

Simpl's first order of business was to understand the business context within which Bookmaster was to be used. After examining the vendor supplied user documentation, Simpl designed a set of more than 100 business processes describing how Bookmaster screens were to be sequenced as an operational system. These processes were then verified with users and the vendor, before being refined to indicate roles, business rules, outputs, key timings and dependencies between processes.

### Process-Based Testing Enhanced User Buy-In

Once processes were verified, they were converted to user acceptance test (UAT) scenarios. UATs were assigned to business users based on role definitions, which in turn had defined access requirements. Users took ownership of testing business rules (implemented as configuration parameters in Bookmaster), process flows and paper outputs such as invoices, picking slips and purchase orders.

### A Successful Implementation in only Six Months

During testing, Simpl managed UAT results, logging problems and following these up with the vendor, who was remotely situated in Australia.

Six months after Simpl had defined the first of many business processes, Bookmaster went live and the first production sales order process was executed without a glitch.

### Encore: A Second Implementation in Half the Time

Following the success of Reed's Bookmaster implementation in New Zealand, Harcourt Education brought Simpl to Melbourne to assist with its implementation there.

Simpl uplifted Reed's business processes and worked with Harcourt Education to modify them to further suit Harcourt's business. Once again, Simpl worked with the client and vendor to finalise process flows, business rules and outputs.

Mirroring the successful Reed approach, the application was tested on a process-by-process basis. The Harcourt implementation took only 11 weeks, and caused an absolute minimum of disruption to the business.

Mitch Branstone, the vendor architect, says this has been the cleanest implementation of Bookmaster he has experienced.

### A Happy Customer, Twice Over

"Simpl did a powerfully good job of engaging my team and working with them (rather than over them) to get a great job done well, and well ahead of the usual timetable". – David O'Brien, Managing Director Harcourt Education Australia.

“Simpl always made sure its understanding of our requirements was a priority ... we would not have gone through the project without Simpl’s knowledge, calmness under pressure and sense of humour.” - Glenn Whitley, Operations Manager Reed Publishing NZ.



# CASE STUDY