



## HOW-TO GUIDE

# The future of your business in Southeast Asia depends on a move to the cloud

## Enterprise Resource Planning (ERP)

In Southeast Asia, the third pandemic of the 21<sup>st</sup> century has resulted in organisations experiencing severe business disruptions in the form of human resource challenges, service suspension, and inventory backlogs. For many businesses in the region, the catastrophic impact of COVID-19 is turning established norms on their head, forcing extensive changes as a matter of survival.

Even before COVID-19 hit, many businesses were already reeling from changing consumer behaviours and business realities, such as consumers gravitating towards mobile devices and online services. Surviving the next few years will require a strategic rethink of work processes, automation, and supply chains—built on a modern digital foundation.

### **A vision for change**

The evolving operating conditions should not be viewed with dread but seen as an opportunity for forward-thinking organisations to evolve. The road to success must begin with a cohesive, organisation-wide digital transformation vision that's built on a digital platform. Businesses need this agility to stay ahead in today's volatile environment.

Ideally, this platform should sit in the cloud, where it can bridge disparate locations and data sources, integrating all business and financial processes and data sources across the organisation. On this front, cloud-based enterprise software provides the kind of agile platform that enables quick responses to opportunities, challenges, and customer needs. Indeed, organisations of all sizes have reached the tipping point in virtually every industry where they now recognise the value of cloud deployments and understand that migrating on-premises solutions to the cloud brings many benefits.

It's worth pointing out that while many small and medium-sized enterprises (SMEs) have adopted cloud services such as Dropbox or Office 365, on their own these services are not designed to drive software process improvements. And while the cloud-based ecosystem is widely considered as mature with a proven track record of reliability, not all ERP systems can support digital transformation efforts—especially if they incorporate legacy back ends based on inflexible, on-premises systems.

## How a next-generation cloud ERP implementation can succeed

How does one define success in the cloud? First, meaningful metrics must be identified, agreed upon, and used to gauge progress. Keeping an ERP implementation on-time and within budget is one way to measure success. However, merely deploying a new system isn't enough to move the needle for many organisations.

One possible approach might be to start with broad goals such as paring down the lead times for manufacturing, reducing wastage, or enhancing productivity. Narrow your goal down by defining and quantifying it. If the desire is to speed up production or to reduce wastage, then by how much?

It's also worth noting that migrating to the cloud doesn't need to be an all-or-nothing proposition. Organisations can leverage relevant cloud technologies to improve business processes while still relying on existing systems for the crucial functionality that might not be quite ready to move to the cloud. Be open to bringing in the right partners to help design and implement your cloud strategy to meet these goals, allowing you to focus on your core competencies.

## Create a strategy to move to the cloud

Businesses don't often make a headlong rush to deploy new IT systems. Yet, one can't move forward by remaining stuck in the past.

To succeed on the road ahead, you need cloud-native ERP solutions that can offer you greater agility, an industry-specific focus with the capacity to support micro-verticals that can achieve faster time to value, and the ability to respond to fluid market changes. Only then can enterprises hope to improve customer experiences, reduce costs, and identify and capitalise on new market opportunities.



Here's how to make a plan for migrating to the cloud:

- **Assemble a team:** Bring together business and technical stakeholders to develop a complete set of requirements and drive the change you need. The goal should be to consider a comprehensive set of requirements that specify how applications need to interact with suppliers, partners, and the market dynamics of the region.
- **Build the business case:** Work with your financial planning team to select the ROI model for the migration's initial phase. It might be a good idea to start with projects that offer strong, tangible returns. Focusing on time-to-value frees up resources to support future projects and ensures executive support.
- **Prepare your data:** An essential step to realising cloud value is to bring data from disparate systems together. This move offers visibility to align operations and employees. For ongoing management of data exchanges, API-driven interfaces should be prioritised to maximise scalability and flexibility.
- **Select your tools and partners:** Identify partners with platform technologies that incorporate essential capabilities such as data aggregation, analytics, and an industry focus. Also look for partners who can keep cloud software patched and upgraded in the background, giving the business newer capabilities sooner and allowing it to focus on meeting new market demands.

## Choose a partner with a strategy that aligns with your goals

While Southeast Asia organisations have initiated their digital transformation initiatives in response to the pandemic, many still lack the capacity or expertise to design and implement a full-fledged cloud strategy. The right partners can offer the right industry expertise and accelerate your time to value. The first step is to find a partner with a service implementation methodology that aligns with your organisation's goals.

## Infor Multi-tenant Cloud Customer Bill of Rights

The Infor Multi-tenant Cloud Customer Bill of Rights was born from building and living our customer-first culture. The Bill of Rights articulates Infor's vision for providing modern cloud solutions and building long-term relationships based on trust and shared success. It formalizes our commitment to flexibility, transparency, reliability, and providing customers with peace of mind.

We know that plans can go awry, businesses grow, and needs change over time. We want to be your partner and support you—even as your business evolves differently than you expect.

[Learn more about the Infor Multi-tenant Cloud Customer Bill of Rights.](#)

Infor® is keenly aware of this need and is focused on accelerating value to customers. Infor's 60:30:10 implementation methodology provides the core of our cloud ERP software (60%) as an out-of-the-box solution. A significant 30% can be enabled or configured as required based on business needs, while the final 10% can be customised extensions to meet unique or specialised requirements. Together, this allows Infor to deploy a tailored cloud platform significantly faster.

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