



# Software Evaluation Method

## Case Study – Bisley & Co

Bisley & Co is a leading supplier of raw materials to the metallurgical, chemical, refractory, ceramics, construction, plastics and rubber industries throughout Australia, New Zealand, Asia and the Middle East. They had been operating their business using the IMAS system running on an AS/400 for the past ten years. The system provided fairly good accounting functionality but was severely limited in other functional areas.

As the business had grown, people had created many cumbersome manual procedures to prepare quotations, take orders, and manage product sourcing and distribution. Further, each person maintained their own set of customer records.

The Directors determined that it was time for a new enterprise management system. It was important that the new system provide for operational efficiencies as well as effective customer management, including a comprehensive history of all customer interactions accessible from a variety of search criteria.

### Intervention

Tethys Consulting was engaged to provide its software evaluation methodology and facilitate the selection of the new solution.

We ran a short information gathering exercise using Zing Technology to identify the key areas of focus and then conducted more detailed meetings with representatives from each of the four main business areas. From this, we developed the Case for Action, a document articulating the objectives of the new system implementation.

The team then developed its Mandatory Requirements and Selection Criteria. Using these as a baseline, a Long List of vendors was developed. These vendors received a Request for Information (RFI) document that asked for responses aligned to each of the Selection Criteria. Further information was sought from vendors to validate the responses to the RFI and a Short List of three vendors was selected for further consideration.

These vendors were presented with a functional checklist and from these responses and functional discussions, the Short List was further refined to two vendors who were invited to demonstrate their product using scripted scenarios developed by the team. The purpose of these sessions was to further validate the suitability of the functionality

and assess the “look and feel” of the products. It was also an opportunity for the vendors to understand more about the requirements and thus refine their implementation estimates.

The final recommendation was made using input from attendees at the demonstration. A unanimous choice of vendor was determined and this recommendation put forward.

The Board endorsed the selection process and accepted the recommended software vendor.

### The Client's Perspective

"I am writing to express my satisfaction with the efforts and performance of Tethys Consulting in guiding us through Bisley's recently concluded ERP software vendor evaluation. Tethys' rigorous approach and professional insight contributed significantly to the success of this aspect of our Business Process Enhancement Project. As a result, Bisley is able to proceed with a high level of confidence that the selected software will, in practice, deliver the expected benefits.

Importantly, Bisley's Core Team established as part of the Tethys vendor selection process have, as a result of this "training", acquired significant expertise and understanding of the software offerings. Thus they are well-briefed to assist management in:

- a) promoting the cause of the project throughout the company, and
- b) the software implementation process itself.

We consider these aspects are likely to have a lasting, positive impact on all subsequent phases of the project."

*Nick Granville, Director*

### Tethys Consulting



Tethys Consulting specialises in the provision of processes to help our clients in the areas of Strategy Development, Software Evaluation, Effective Meetings / Workshops and Staff /Team Development. These areas are often linked, providing synergies across our projects.

### Contact Us

Bronwyn Evans

Phone: 9416 0423 or 0412 997 660

Email: [bronwyn.evans@tethys.com.au](mailto:bronwyn.evans@tethys.com.au)

Suite 18, 12 Tryon Road, Lindfield NSW 2070