Our dilemma is that we hate change and love it at the same time; what we really want is for things to remain the same but get better.
– Sydney J. Harris

AMEND
Changing Lives. Transforming Businesses.
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Seeking. Stuck. *Success.*

Change is messy.

Even if you're really good at managing and leading change, change is most leader's worst nightmare. And big change – the kind of change that can tank your whole organization – well, that's the stuff most leaders are so scared of it only happens when it's do or die.

Not so at General Data.

General Data's leadership team knew they had to make a change to one of their most critical systems – their 15-year-old, no-longer-supported ERP. They had outgrown the software. It was holding them back. They were building patches with Excel...Google searching for answers and options...and running out of time.

Here's what happened next (as shared by the ERP Upgrade Team Leader):

Things were a real mess. Our ERP system that runs our manufacturing was behind in getting switched over. We were growing so fast and we had so many priorities. We needed more people, so we hired them. We needed more space, so we made that happen.

> **Things were a real mess.** *Our ERP system that runs our manufacturing was behind in getting switched over.* **We were growing so fast and we had so many priorities.**
>
> It's not that we weren't taking action. We were taking lots of action
>
> **We had invested $500,000 and a year of our time and didn't really have much to show for it...**
>
> Director of Supply Chain Mgmt.
> General Data

It's not that we weren't taking action. We were taking lots of action, and in a lot of cases, spreading ourselves too thin. This 'perfect storm' was keeping us from taking the best actions and making the right things happen at the right time.

We were well into our ERP transition. **We had invested $500,000 and a year of our time and didn't really have much to show for it...**

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The first six months of the new system install and training was ineffective. It was done by division, a month apart. Then we learned down the road, 5 months later, that something they built and taught us would never work. It was the typical ERP install disaster I had heard so much about. I was losing sleep and the upper ups were getting frustrated.

AMEND's experts, discipline, and proven processes really helped us get a handle on our ERP initiative. **I wish we would have discovered AMEND sooner.**

They began with the end in mind. They asked questions we didn't even know to ask. They were able to push the ERP install team in ways we couldn't. We would have easily saved 6-8 months of time and spent 50-75% less had we worked with AMEND from the start.

If it wasn't for AMEND, we would have been much farther behind. We spent 8 months working this on our own, doing our best, doing everything the ERP implementation team from our supplier told us to do and we were still lost and not making any progress.

We were able to completely trust the AMEND team. They had no agenda, no politics. **Their only motivation was was our overall success.** And, after only 2 months of working with the AMEND team, we were on fire.

> *AMEND made us stronger.*
>
> *They were able to quickly see all our gaps and fill them instantly with the right, highly-skilled people.*
>
> *Frankly, without AMEND, we would not have had the expertise or resources to support this business-critical implementation and roll out.*
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James, Paul and the entire AMEND team worked with us to think through and define our needs. They challenged us to think about what we 'must have' and what would be 'nice to have.' They helped us stay focused on what we needed and how to get there. It seems really basic, but these fundamentals get lost in the day-to-day activities of implementing a change like this while we're all also working our regular, full-time jobs.

AMEND made us stronger. They were able to quickly see all our gaps and fill them instantly with the right, highly-skilled people. They added expertise when needed. They expanded our team as necessary to support the work that needed to be done. **Frankly, without AMEND, we would not have had the expertise or resources to support this business-critical implementation and roll out.**