ERP BUYERS - FINANCE, OPERATIONS, IT

How to evaluate an ERP vendor and proposal

ERP evaluation for buyers: data migration, cutover risk, customisation as a change-order vector, licence true-ups, environments, and named staffing.

ERP implementations are the single most common cause of budget overruns, and the pattern is predictable: the costs that blow the budget are the ones excluded from the fixed-fee proposal.

WHAT'S INSIDE

5 steps in this guide

01

Data migration is the overrun engine

Vendors routinely exclude data cleansing, legacy extraction tooling, and cutover validation from fixed-fee proposals. Demand a data-migration workplan with defined record counts, transformation rules, and UAT criteria before contracting - and a rollback plan for cutover.

02

Cutover and hypercare

A compressed cutover window (under 48 hours) is a critical risk signal; most ERP go-lives need 72-96 hours of hypercare. Get the hypercare period, staffing level, and a named senior lead into the contract.

03

Customisation is a future liability

Every customisation to a standard ERP is an upgrade liability and a change-order vector. Require a customisation register before contracting; any customisation costing more than ~15% of licence value should require executive sign-off.

04

Licence true-ups

ERP licence metrics are complex - named vs concurrent users, module activation, user-count true-ups. These are routine sources of unexpected cost post-go-live. Cap renewal increases and clarify the metering in writing.

05

Named staffing

The consultants presented in the sales process are almost never the ones assigned. Contractually require named key personnel with CV sign-off and penalties for unilateral substitution.

Benchside

Buyer-side procurement intelligence

PUT THIS TO WORK

Walk into every evaluation with the vendor's own playbook.

- A vendor-proof scope, issued before any proposal
- Gap analysis scoring every proposal against your scope
- A risk-weighted interrogation kit for the vendor meeting
- Scope-drift detection across proposal versions

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