

Making The Change

So You Have Selected Your New Supplier, Your Job is Done, Slap Yourself on The Back and Put Your Feet Up.....

Well actually if you have selected a supplier who cannot implement a smooth transition, then your problems are only just beginning !

Will the new supplier win the hearts and minds battlefield within your organisation, ensuring that the change is actually embraced rather than thwarted by staff ?

Has your new supplier got the key people who can demonstrate a track record of putting together comprehensive and successful implementation plans?

Will your new supplier use the implementation process to really identify where savings can be made both in the process and in streamlining product choice?

Will your IT and finance teams thank you because of the ease of integration or start sticking pins in miniature mannequins made in your likeness !

And finally, despite the best laid plans of 'mice and men', things sometimes crop up which cannot be planned for, will your new supplier be flexible enough to adapt the implementation plan to ensure key objectives are achieved.

Maybe it's' not time to put out the bunting yet!



Bates Office – Have The Pedigree

Bates Office realise that the key to a successful change is to produce an implementation plan that is not just detailed and comprehensive – It also needs to be flexible and scalable. It needs to identify clear responsibilities for key staff and put in place KPI's to measure the progress.



Bates Office believes that the biggest battle that needs to be won during implementation, is getting the people within the organisation onside and this belief is reflected in the level of account management that is built within every implementation plan.

Whenever a business makes the change to Bates Office, one of the Directors takes 'ownership' of the transition and a dedicated help desk is established to help the process.

The Directors and senior management of Bates Office have demonstrated time after time that they can deliver what they promise and our high levels of account retention and loyalty has proved that we do not just 'talk the talk'.

Bates Office take the view that a successful implementation needs to incorporate systems integration and a big part of any plan is making sure that our systems work in conjunction with our customers; even if this means integration with third party software such as SAP or ProActis.

Choose Bates Office and maybe now you can relax!

