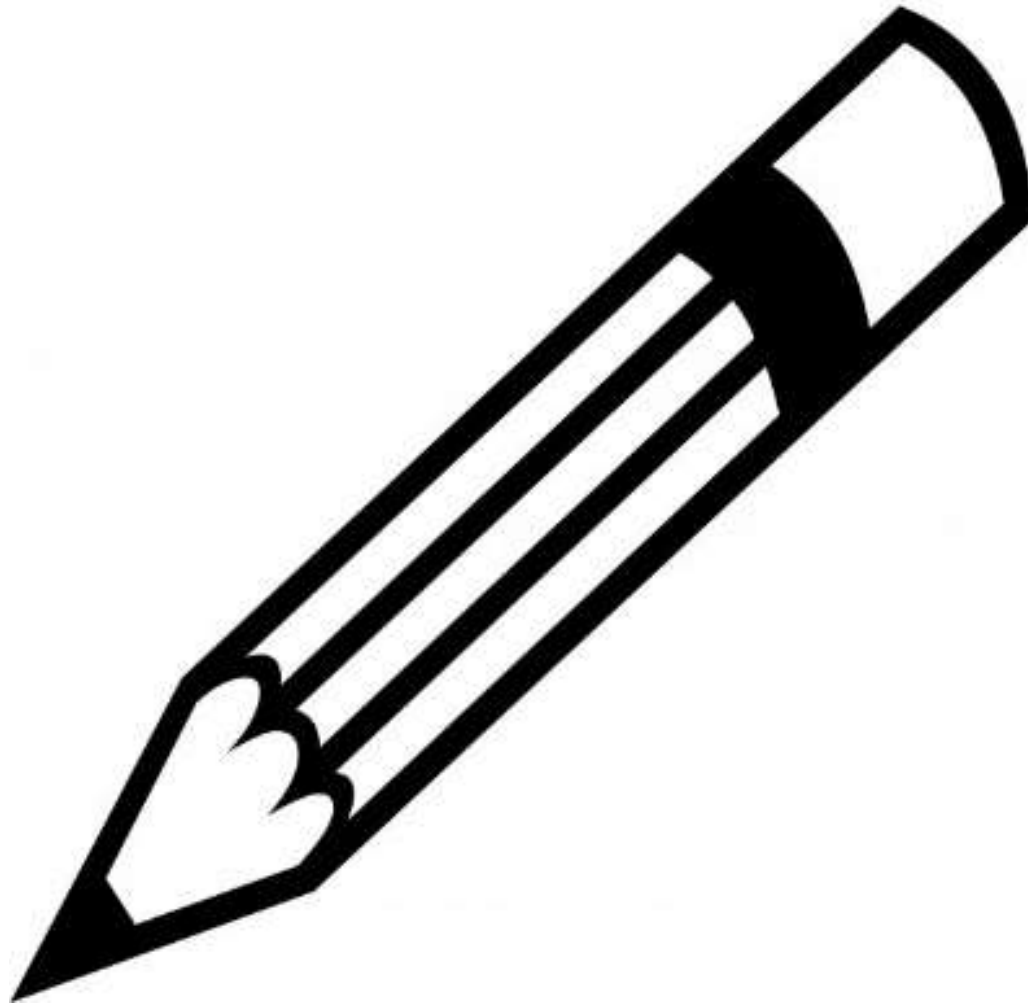


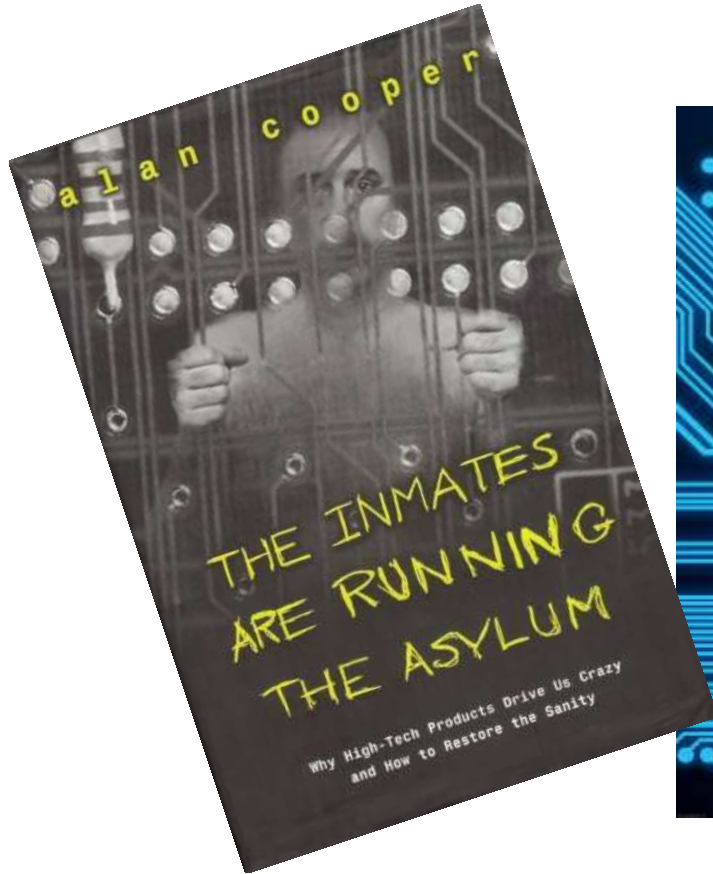


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“Why High-Tech  
Products Drive  
Us Crazy and  
How to Restore  
the Sanity”



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**Front Office**  
**New Business Generation**

**Middle Office**  
**Processing Bookings**

**Back Office**  
**Financials**



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# Ancient Times

Front Office

Middle Office

Back Office



MS-DOS Prompt - CK

The Check Register Program  
Detroit & Northern 10-000815-7

#	MM	DD	Description	CT*	Amount	Total
	2	0	February Balance		-0.00	0.00
	2	9	Initial Deposit		-50.00	50.00
	2	9	Service charge (Checks)		11.81	38.19
	3	0	March Balance		0.00	38.19
1	3	9	Michael Serniuk		35.00	3.19
	3	11	Deposit #579		-124.60	127.79
	3	11	Deposit #7004		-340.31	468.10
	3	11	Deposit #7005		-11.35	479.45
2	3	11	Void		-0.00	479.45
3	3	11	D & N Savings Bank		86.95	392.50
4	3	11	Dominos Pizza	14	12.00	380.50
6	3	14	MTU - Houseing deposit	3	100.00	280.50
5	3	15	Haas Building	10	215.00	65.50
7	3	17	Michael Serniuk		20.00	45.50
8	3	19	Aldos	14	8.06	37.44
101	3	22	Michael Serniuk		5.00	32.44
102	3	23	Down Towner	24	9.35	23.09
103	3	23	Down Towner	24	4.50	18.59
104	3	23	Up Hill 41	24	10.00	8.59

NUM

MENU



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How come you're still alive?





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“OMG is it really that long ago?!”

Front Office

MONSTER

LinkedIn



Middle Office

Back Office

MS-DOS Prompt - CK

The Check Register Program  
Detroit & Northern 10-000815-7

#	MM	DD	Description	CT*	Amount	Total
	2	0	February Balance		.00	0.00
	2	9	Initial Deposit		-50.00	50.00
	2	9	Service charge (Checks)		11.81	38.19
	3	0	March Balance		0.00	38.19
1	3	9	Michael Serniuk		35.00	3.19
	3	11	Deposit #579		-124.60	127.79
	3	11	Deposit #7004		-340.31	468.10
	3	11	Deposit #7005		-11.35	479.45
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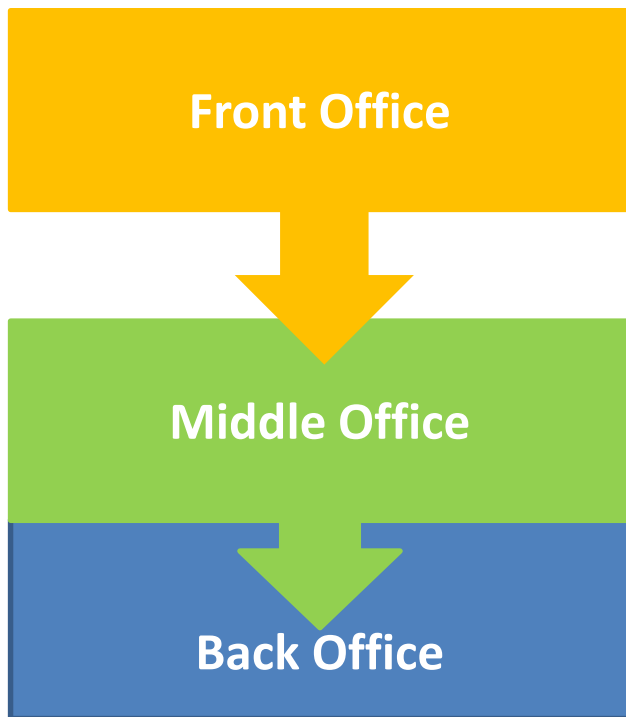
NUM

MENU



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# More Recently . . . IT Nirvanas!





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People and data issues still  
wreak havoc on most of these  
types of projects.





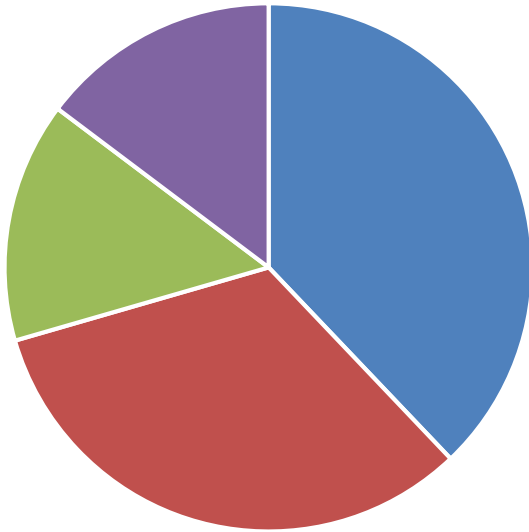
# Where should your money be?





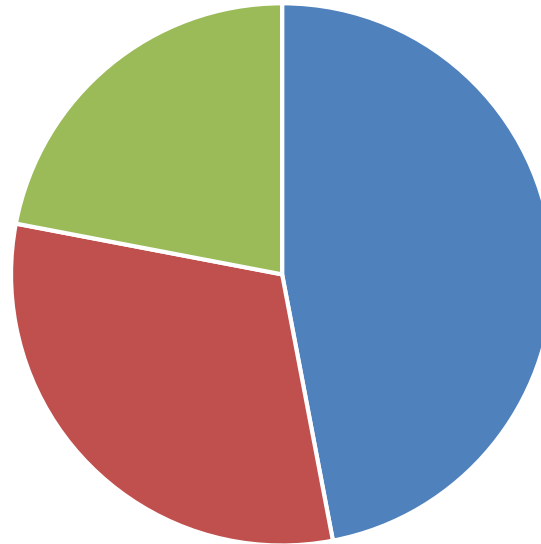
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### IT Budget



■ Hardware      ■ Software  
■ Managed Services   ■ Hosted / Cloud

### Year on Year

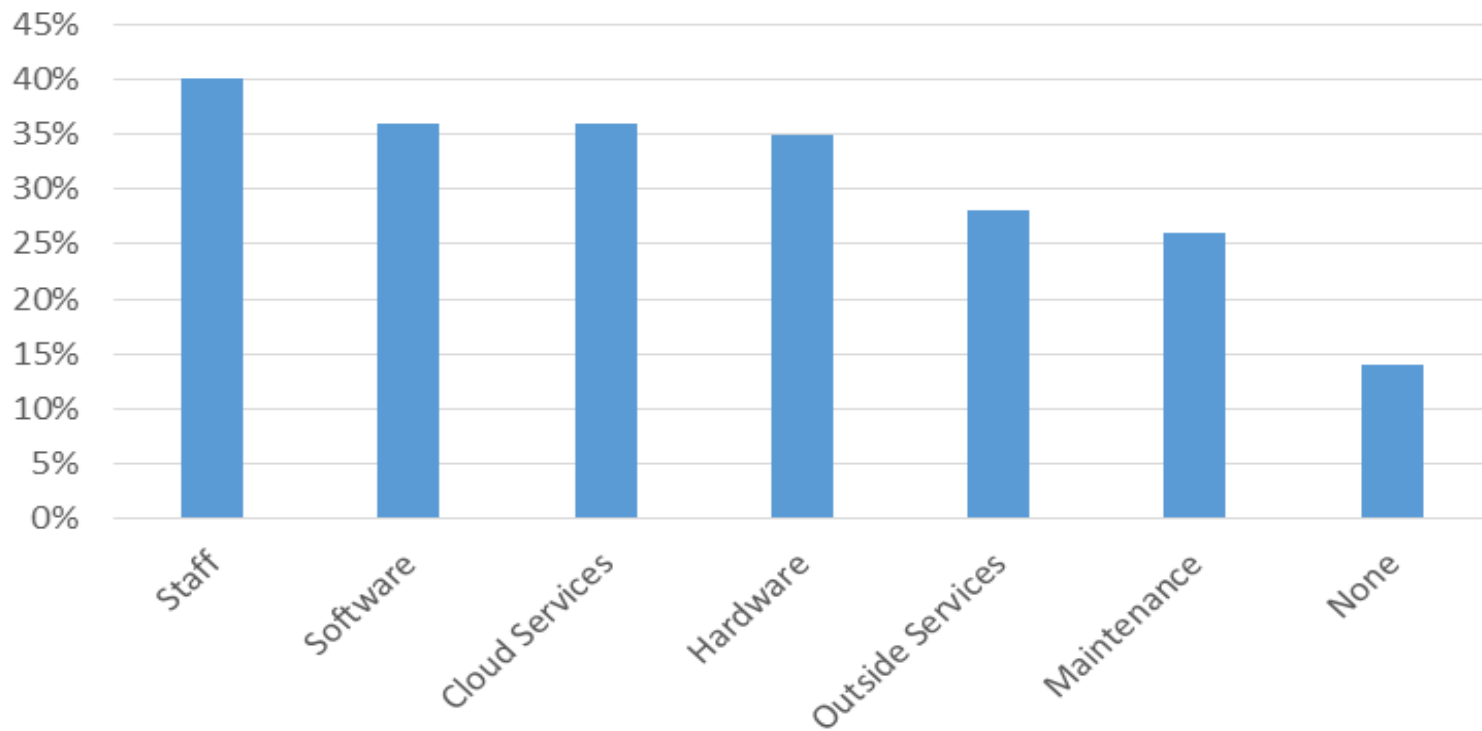


■ Increase   ■ Same   ■ Decrease



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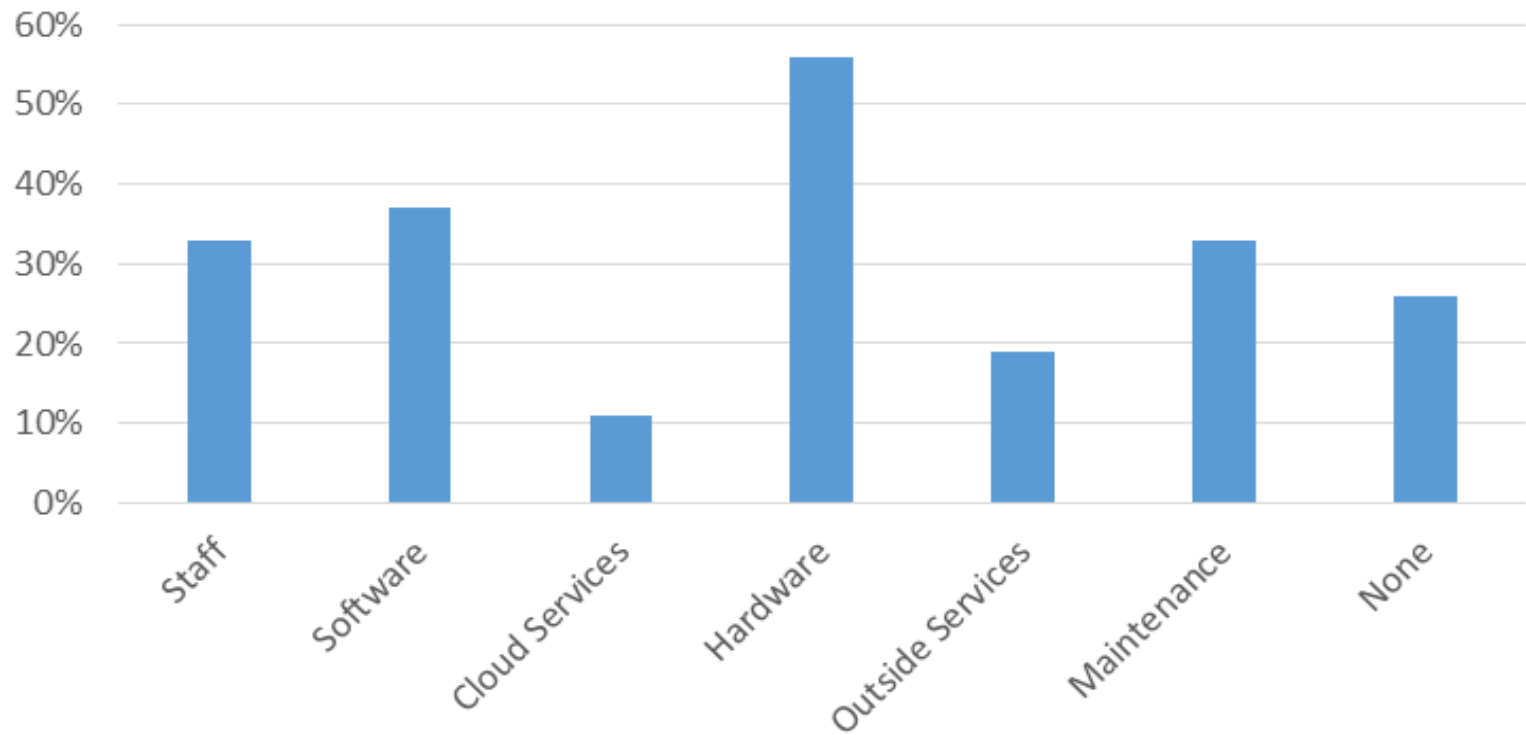
## Areas of Anticipated Increased Spend





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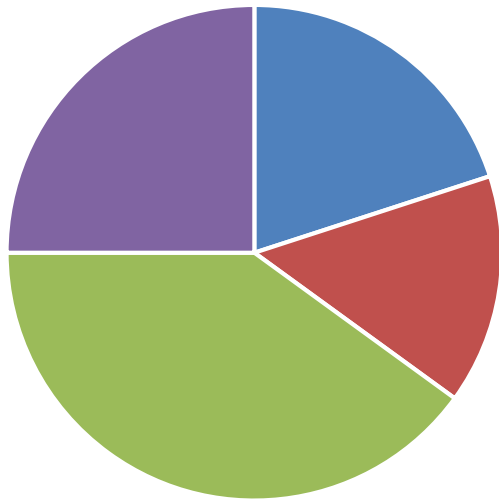
## Areas of Anticipated Decreased Spend





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## IT Spend



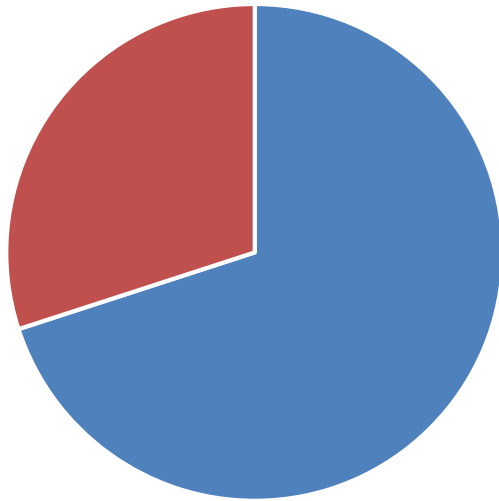
- IT Internal
- IT 3rd Party
- Infrastructure
- Software

“Everything ran slow; we were moments away from catastrophe.”



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Software / Apps



■ Front Office ■ Back Office

“They think they need more tools;  
they don’t actually need them.  
That’s why the FD signs off.”



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“Just because there are numbers in the system, doesn’t make them accurate.”





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“How many debtor days will you need to improve in order to pay for the system?”

“Configure the system to get rid of workarounds.”

“Plan, plan, plan and plan.”

“Flexibility; maximum flexibility with focus on reporting.”

“Run your business.”





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**Gartner: Most cloud ERP systems are  
doomed to fail by 2018**





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I used to be with it, but then they changed what \*it\* was. Now what I'm with isn't \*it\*, and what's \*it\* seems weird and scary to me. It'll happen to you...

