



Thoughtful Actions.
Tangible Results.

Navigating Complex System Implementations

The journey to replace outdated legacy systems is critical to the future of your business. These implementations often prove to be far more complex, challenging, and costly than anticipated.

Let's explore the common pitfalls of enterprise system implementations, and how **The Gunter Group** helps clients deliver closer to their targets and business goals.



ONLINE

 guntergroup.com

 [@the-gunter-group-llc](https://www.linkedin.com/company/the-gunter-group-llc)

THE IMPORTANCE OF ENTERPRISE SYSTEMS



In today's fast-paced digital world, businesses across industries face mounting pressure to deliver faster, better, and more cost-efficient experiences. Whether it's meeting the seamless customer interactions pioneered by companies like Amazon or responding to pricing pressures in competitive markets, organizations are turning to digital transformation as a means of survival and growth.

At the heart of these efforts lie core systems — business-critical applications that power operations, integrate workflows, and influence customer experiences.

01

CRITICAL TO DIGITAL TRANSFORMATION

Modern enterprise systems enable integration, automation, and scalability, empowering organizations to meet customer demands and remain competitive.

02

CORE TO EFFECTIVE BUSINESS OPERATIONS

These systems (ERP, CRM, HCM, etc.) are the backbone of business processes, impacting efficiency, employee productivity, and customer experience.

03

FOUNDATIONAL FOR STRATEGIC INVESTMENTS

These multi-million-dollar, multi-year initiatives drive long-term growth, cost savings, and operational excellence.

HOW IMPLEMENTATIONS TYPICALLY FAIL

Many industries, particularly those with long histories such as insurance, finance, and retail, are weighed down by legacy systems. These aging applications limit companies' abilities to integrate, automate, and streamline processes, making it nearly impossible to meet today's digital-first demands.

- Replacing core systems is not a trivial effort. Implementations are multi-year, multi-million-dollar projects involving multiple vendors, implementation partners, and internal stakeholders. Unfortunately, what begins as a promising digital transformation initiative often devolves into a quagmire of rising costs, delayed timelines, and strained relationships.



UNDERESTIMATED COMPLEXITY

"Out-of-the-box" solutions often require extensive customizations, leading to unforeseen development and testing delays.

80%

of IT projects are considered a failure by the business.

75%

of IT projects exceed budget and 55% exceed timeline.

300%

customizing systems to fit unique needs can cost up to 300% of your original budget.



RESOURCE MISMANAGEMENT

Implementation partners shuffle an army of resources with limited experience and a narrow scope resulting in training on the job, loss of knowledge, and gaps in accountability.



SCOPE DRIFT

Poor scope management results in reduced scope, forcing organizations to deliver manual workarounds and incomplete functionality.



COST + TIMELINE

Poor governance and program and vendor management can cause budgets to grow by up to 60%, and timelines extend beyond initial projections, straining both financial and human resources.



HIDDEN COSTS

Projects often overlook the impact on internal teams, including lost productivity, employee burnout, and process re-engineering.



END USER PERSPECTIVE

Critical decisions are often made without input from SMEs or end users, resulting in gaps in the solution and customer experience.

Sources:

BCG <https://www.bcg.com/publications/2024/software-projects-dont-have-to-be-late-costly-and-irrelevant>
wifitalents.com <https://wifitalents.com/statistic/erp-implementation-failure/>

THE CONSEQUENCES OF GETTING IT WRONG

Core system implementations are no longer optional. Many organizations are already in the midst of replacing their legacy systems—or have completed projects only to find that the results fall short of expectations. The stakes are high, as these systems are central to achieving corporate goals and staying competitive.



INVESTMENT LOSS & UNREALIZED ROI

Millions of dollars and years of effort can result in systems that don't deliver the intended value and take away from other organizational efforts.



DAMAGED MORALE

Employee burnout and frustration with poorly performing systems can negatively impact culture and lead to increased turnover of critical staff.



CUSTOMER EXPERIENCE EROSION

Failed implementations lead to slower response times, errors, and dissatisfaction, ultimately impacting customer retention.



OPERATIONAL INEFFICIENCIES

Reduced scope and capabilities leave organizations stuck with costly manual processes that negate expected efficiencies.



By addressing challenges head-on and bringing in the right expertise, organizations can turn these projects into success stories. TGG is here to help.

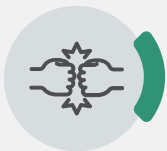
THE VALUE OF GETTING IT RIGHT

Core system implementations are high-stakes projects that touch every part of the organization. When done right, they enable: operational efficiencies through automation and streamlined processes, enhanced customer experiences that foster loyalty and competitive differentiation, and scalable growth to meet evolving market demands.



SUPPORTS STRATEGIC GOALS

A successful implementation ensures alignment with corporate objectives, enabling future initiatives to thrive.



IMPROVES COMPETITIVENESS

Modern systems enhance agility, enabling companies to respond to market changes faster and more effectively.



BOOSTS EMPLOYEE & CUSTOMER SATISFACTION

Streamlined processes and user-friendly systems empower teams and improve customer interactions.



DRIVES ROI

Proper execution delivers the promised benefits, including cost savings, productivity gains, and scalability.

PRAISE FROM OUR **CLIENTS**

What our partners have to say about us



From their technical proficiency, to their ideas, to simply being good people, it was a chemistry I found very rare.

*– Former President
Large National Childhood Education Company*



The Gunter Group consultants are twice as productive as any group I've ever worked with.

*– Director, Strategy and Portfolio Management
Large American Insurance & Financial Company*



It took the Gunter Group less than an hour to identify and articulate the problem that we couldn't define but had been plaguing us for years.

*– IT Director
Non-profit Workers' Compensation Insurance Company*



Prior to bringing in TGG we would frequently ask ourselves the question of "are we doing this right and do we have all our ducks in a row." TGG brought in expertise and familiarity with what we needed to be successful.

*– Vice President
Large American Insurance & Financial Company*



GET IN TOUCH!

CHARTING A PATH TO THE FUTURE STARTS WITH A CONVERSATION

WE ARE THE GUNTER GROUP

A management consulting firm that helps organizations realize success through transformational change by bringing together the power of our strategy, execution, technology, and people services. For over a decade we have been supporting organizations with complex system implementations by providing value driven solutions including:



Implementation
Readiness Assessments



Implementation
Rescue



Program or Key
Workstream Leadership



TONY SCHWEISS
MANAGING PARTNER

Known for building teams to support strategic change by helping leaders plan for it, thriving in the face of complex problems, and for better strategic decision making.

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ANGELA TEKULVE
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Passionate about the ambiguous and changing nature of complex projects and has a proven track record of developing the system, processes, and tools necessary to strategically move teams forward.

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