

AFP 2021

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Implementing TMS: Best Practices and Pitfalls to Avoid



Speakers



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Implementing TMS: Best Practices



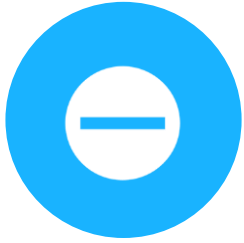
Implementing TMS: Avoiding Pitfalls

What could go wrong??

Let's see how many matches we can get.



Implementing TMS: Best Practices



Project Planning and Scoping

- Assembling the A-team
- Highly Detailed Scoping Document
- Close Sponsorship Engagement
- Know What Success Looks Like



Communication

- Engage Your Main Stakeholders early
- Understand Competing Priorities
- Leverage Bank Relationships
- Harmonize Systems and Processes



Resource Allocation

- Backfilling and Partner Selection
- Synchronize Stakeholders' Timelines
- Build Contingency of 20%
- Avoid Custom Development



Change Management

- Education to drive adoption
- Scope Creep Control
- Security and Compliance

Implementing TMS: Best Practices and Pitfalls to Avoid

Ferguson's Business
Case &
Implementation
Experience



Implementing TMS: Best Practices and Pitfalls to Avoid

“Tell me something I don’t know....” by Royston Da Costa

1. Why we appointed an external Project Manager.
1. How we obtained buy-in from our Senior Management.
1. Why a Statement of Work (SOW) was critical to the success of our project!

Implementing TMS: Best Practices and Pitfalls to Avoid

Key Takeaways

- Be very detailed during scoping
- Share the vision and secure buy-in
- Be open to realigning business processes
- Lean on your banking partners
- Educate to drive user adoption

Implementing TMS: If you remember just one thing...



Success must be validated against the original strategic objectives.

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**Implementing TMS:
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Thank You!

