

# LAUNCH SUCCESS

A guide for a successful software project



# Working together is better

Few industries are as fast-paced, competitive and compliance heavy as temporary recruitment. So choosing the right software partner is vital.

Get it right and no one notices. Get it wrong and all hell breaks loose. And so it should: paying people and invoicing companies on time, every time, is not only crucial to people's lives, it's also business critical.

So that means when you start using a new piece of software that everything has to go right from the start.

Over the last 25 years we've guided hundreds of companies through the process of planning and implementing a software plan, and we know what works - and almost more importantly, we know what really doesn't work.

These are our top tips for ensuring your software implementation is successful and painless. We're focused on payroll software, but the tips can be applied to any type of software project.

If you stick to these simple steps you'll save time and money and hit the ground running for the best results.



Sam Radion  
Sales Director

Ben Noden  
Managing Director

# 1. Select a realistic timeline

The last thing you want is for your project to be rushed.

Every March we always receive calls from customers asking for a system to be in place by the financial year-end.

In a lot of these cases we can take the customer on and hit the deadline, but there are many cases where the scope of the project meant we had to turn it down.

When setting a deadline for your implementation you have to be realistic. There are many things to consider, such as the migration of your current data and the resources you have available.

If we require something of your team, but there are a lot of holidays planned for your staff during that period, it could slow down the process, for example.

Giving yourself an arbitrary or fixed deadline with no contingency is a huge risk and one that can be avoided with proper planning.

We will always advise you how long a project is likely to take and what will be required of you before the system is live, so there's no nasty surprises.



Elina Alford  
Support Trainer

## 2. Involve the right people

It may seem logical that a software project should be handled solely by your IT department, but in reality that is not the case.

When it relates to the installation or management of the software, the IT team definitely need to be involved.

However, your IT team probably won't have the knowledge of what the system is there to do for the payroll team.

Likewise, it can be tempting for the highest ranking members of a business to want to take control, but if they don't have the knowledge needed to work with us, they are not always the best choice.

This knowledge of the real world usage is incredibly valuable.

Before a project begins, it's important to identify who has the relevant knowledge and what role they should play in the project's process.

That way, when the system is up and running, you know that it is both installed correctly, and set up to do exactly what you need from day one.

In the case of Merit, we always ask that someone from the payroll team is involved, because they will know the real world applications for the software.



Kyle Arran  
Account Manager

# 3. Understand the plan

Each software project needs a detailed plan.

We know from experience that any plan which is agreed by the customer straight away is likely to encounter problems further down the line.

The saying “never assume anything” is very true of software projects and we always try to give as much detail as possible in a plan.

However, even with a plan in place and repeated reviews, we still hear that something was assumed to be included or work in a certain way.

We encourage our customers to always ask the nitty gritty questions, even if they may seem obvious, and no detail is too small to overlook.

With a project plan finalised, it’s important that you and your team understand it all, so any changes down the line can be addressed quickly, and because it’s better to measure twice and cut once.

Time spent on the plan at the start of a project will always save time by the end.

Mel John  
Office Manager



## 4. Stay focused on the plan

Understanding the plan is the first challenge, staying focused on it is the second.

Software projects can sometimes take a while to implement. When dealing with a small start-up company the timespan is usually small.

When dealing with a big corporation the timescale is usually longer, due to extra steps such as data migration and more testing.

In both cases, a software project demands time and attention for weeks on end, and priorities can sometimes start to shift onto something else. This can lead to long pauses in the project.

Likewise, members of staff who have been appointed to the project can also go on annual leave or even leave the company, causing delays.

When you assign a project to a member of staff, make sure they stay focused and will see it through to the end without being pulled away onto something else.

You should also ensure nothing else in the business will change mid-project that can stall the process, such as changing software in the chain.



Ben Evans  
Key Account Manager

# 5. Test, test and test

In a lot of ways, the end of the project is just the beginning.

Having your system setup and live doesn't mean the job is done. As detailed as a plan may have been, there are always things that can be overlooked.

This is why testing is such a vital part of the process.

Before using software in a live environment, where something going wrong can mean dozens or hundreds of workers don't get their pay, you must test it thoroughly.

Make sure that everyone who will be using the software regularly gets their hands on it and asks questions. Don't assume that anything "will just work".

You really can't do enough testing before going live to avoid any big headaches.

As with the production of the plan, time invested in testing will save you a lot of time when the software does go live.



Kim Reed  
Project Manager



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