

# 7 THINGS YOUR ERP AS-A-SERVICE PROVIDER SHOULD BE OFFERING

Australian government is at the start of an exciting innovation-led transformation of back office functions.






Accenture has identified the critical success factors that both consumers and providers of as-a-service must adopt to ensure they deliver positive and valuable outcomes for government.

## SERVICE PROVIDERS MUST ...

- 1  Offer an enterprise grade platform
- 2  Provide a respectful level of service
- 3  Standard processes, personalised
- 4  Be ready to scale
- 5  Evergreen Solution Currency
- 6  Transition to service at speed
- 7  Innovate or perish

# 5 THINGS YOU SHOULD DEMAND FROM YOUR ERP-AS-A-SERVICE SOLUTION

## AS A ERP AS-A-SERVICE CONSUMER YOU MUST...

- 1  Only pay for what you need, MoG is a reality – scaling up and down facilitates this
- 2  Ensure SLA's are fit for purpose
- 3  Move as much to the service as you can
- 4  Adopt the standards but keep what's important personalised
- 5  Demand the Apple Experience – Beautiful design & Evergreen technology

### REMEMBER...

- As-a-service for government does work
- Choose your partners well
- Be prepared to adopt
- Being a leader gives you influence
- Following later will be easier but requires more change

### CONTACT

To find out more visit

[www.accenture.com/AustraliaAESG](http://www.accenture.com/AustraliaAESG)

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