

SAGE ERP IMPLEMENTATION – LESSONS LEARNED

MDY MART LTD

DATE

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PRESENTER

Evidence Omobude
Project Manager

Meeting Purpose



Review the project experience from all roles.



Highlight what went well.



Discuss challenges and delays.



Identify lessons learned and risks.



Recommend improvements for future implementations.

Project Functions Represented in the Review

Business Functions

- › Finance Operations
- › Logistics & Operations
- › Product Ownership
- › Training & Quality Assurance

Project & Technology Functions

- › Data & System Administration
- › Project Management
- Business Analysis

What Went Well (Themes)



Project governance and delivery structure enabled meeting milestones.



Strong team collaboration across IT, operations, and business.



Clear roles and responsibilities established early.



Effective communication across all project teams.



Hands-on learning and real-life project exposure.



Smooth system deployment and execution.



Good team spirit and strong management support.



UAT supported with clear manuals and presentations.

Most Effective Project Activities



Discovery Workshops



Requirement Gathering



System Configuration



Training Sessions



Data Mapping & Migration



UAT Round 1 & Round 2



Documentation Reviews



Communication & Status
Meetings



Cutover Planning

Biggest Challenges / Delays

COMPRESSED TIMELINE

Very short timeframe for implementation, creating significant pressure on delivery milestones.

SCOPE VOLATILITY

Client shortened the project scope mid-process, requiring [rapid adjustments](#) to the implementation plan.

LEARNING CURVE

Simultaneous learning of new tools and project responsibilities created a temporary execution curve.

PM DOCUMENTATION

Challenges in preparing and managing comprehensive project management documentation under tight deadlines.

INFRASTRUCTURE

Unstable internet and power supply issues disrupted consistent project progress and training sessions.

DUAL RESPONSIBILITY

Team members were required to manage [active work and training](#) at the same time.

Clarity of Requirements & Roles

Requirements Clarity

Majority rated **4/5**, indicating high clarity across the project scope.

Roles & Responsibilities



Well Understood

Clear accountability across teams

Team members reported that roles were **mostly clear** and responsibilities were well-defined throughout the implementation phases.

Communication & Testing Effectiveness



Communication

4-5 / 5 Rating

- ✓ Rated as effective to very effective by the majority of the team.
- ✓ Strong Project Management guidance provided throughout.
- ✓ Consistent updates ensured alignment across all workstreams.



Data Migration & Testing

Effective Performance

- ✓ Data migration processes were rated effective or very effective.
- ✓ Testing cycles successfully validated core system functionality.

Info: One response requested more document review and feedback by trainers to improve readiness.

Key Improvement Recommendations



Increase structured one-on-one project reviews to improve workload visibility and risk escalation.



Implement better time management and advocate for longer implementation windows.



Conduct more thorough client needs assessments to avoid misaligned expectations.



Ensure presenters confirm schedules in advance to avoid session no-shows.



Mandate more comprehensive document reviews before training and testing phases.

Key Risks Identified for Future Implementations

SCOPE INSTABILITY



Client reducing or changing scope mid-project, leading to delivery disruption.

HIGH IMPACT

STAKEHOLDER ENGAGEMENT



Client-side readiness and engagement levels impacting project momentum.

MEDIUM IMPACT

TRAINING PARTICIPATION GAPS



Lower attention or attendance due to prior familiarity with legacy systems.

MEDIUM IMPACT

RESOURCE AVAILABILITY



Presenter or key subject matter expert availability on scheduled session days.

HIGH IMPACT

FEEDBACK LATENCY



Late documentation review and feedback cycles delaying final approvals.

MEDIUM IMPACT

Lessons Learned Summary



Scope Stability: Formal change control minimized delivery disruption and maintained project focus.



Early Documentation: Early documentation improved project control, team readiness, and knowledge transfer.



Structured Training:

Structured training and change management accelerated user adoption and system readiness.



Stakeholder Alignment:

Strong communication and alignment contribute significantly to project success.



Train-the-Trainer: This approach improves long-term sustainability and internal expertise.

Project Success Metrics

- ✓ ERP Go-Live Successfully Completed
- ✓ Data Migration Successfully Completed
- ✓ UAT Objectives Achieved
- ✓ No Critical Go-Live Defects Reported
- ✓ System Uptime Above 99.5%
- ✓ Strong User Adoption Achieved
- ✓ Hypercare Successfully Completed

GO-LIVE SUCCESS METRICS DASHBOARD



Closing & Next Steps

1

RECAP KEY LESSONS LEARNED

"In summary, we learned what worked well and what we need to improve. These insights will help us deliver even better results in our next project."

2

ASSIGN ACTION ITEMS AND OWNERS

"Next, we'll turn these lessons into clear action items with assigned owners. I'll share the list after this meeting so everyone knows their part."

3

THANK THE TEAM

"Thank you all for your hard work and great teamwork. Your commitment made this project a success."