



Professional Services: Best Practices Analysis

By Bob Wilhelm, VP of Professional Services

In my many travels and conversations with Pinnacle’s clients, I receive questions about our Best Practice Analysis Services Offering. So when I was asked to write an article for this edition of the Perspective, I thought it might be helpful to provide some answers to the most frequently asked questions about Pinnacle’s Best Practices Analysis and Planning Methodology.

Q: Of course the obvious question is “What is Pinnacle’s Best Practices Analysis and Planning Offering?”

A: Pinnacle’s Best Practices Analysis and Planning Methodology is a service offering that provides a strategic and tactical process analysis for clients who currently utilize Pinnacle software. The analysis is directed at increasing the efficient use of Pinnacle software based on the client’s business needs.

The Analysis has five different phases:

1. **Best Practices Analysis**
What are you currently doing? What is the current performance of your information systems in terms of productivity, effectiveness, efficiency and quality
2. **Best Practices Recommendations**
How do the current operation processes, procedures and business functions compare to Pinnacle software, and the industry’s, Best Practices and what should be changed?
3. **Risk Assess of the recommended changes**, what needs to be done to best meet the business needs and what risk

is it to the business if the changes are, or are not addressed?

4. **Prioritization Of the recommended changes**, what order should they be addressed?
5. **Project Planning**
How are you going to get there and who will complete the recommended changes?
6. **Execute the Plan**
Implement the recommended changes

Q: How would I know if a Best Practice analysis is needed?

A: So I usually come back with a couple of questions of my own about this time and if any of these are answered yes – then a Best Practice Analysis would be helpful:

- Do you feel you may not be utilizing Pinnacle’s software effectively?
- Has your business functions changed, are you adding new business functions or are you adding new stores?
- Do you want to move to newer Pinnacle Software?
- Do you need better access to information across your business enterprise?
- Would you like to move to NACS Standard Categories?
- Do you want to increase productivity, quality and customer satisfaction?
- Do you have a large number of application problems and support calls?

Q: How long does it take?

A: I always like this one. The question is so encompassing and my answer is usually just as encompassing. But the analysis can focus on a single store or a single business process to looking at the enterprise. Therefore, the analysis could take anywhere from one to four weeks, depending on the scope.

Q: How much does it cost?

A: This goes along with the “How long does it take” question. The cost will vary based on the scope. Work is performed by one of Pinnacle’s Professional Services Consultants. The analysis is quoted as a Time and Material project, therefore the client only pays for the time used.

Q: What happens after the analysis is complete and the recommendations are delivered?

A: The Project Plan will define Roles and Responsibilities for the recommended changes. If changes are assigned to Pinnacle, we will develop a proposal outlining the deliverables, timeframes and cost associated with implementing the changes.

I hope this will shed some light on Pinnacle Best Practices analysis offering. It’s a good program that has benefited many of our clients, and the feedback we receive is that the analysis is a very valuable investment. If you are interested, give us a call and we can discuss your needs. ©