



# CASE STUDY

LEADING FORCE MEASUREMENT MANUFACTURER  
FINDS BEST-FIT ERP TO SUPPORT BUSINESS  
TRANSFORMATION

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## ABOUT THE PROJECT

Interface Inc. is a technology manufacturer that specializes in the production of high-performance force measurement solutions used by organizations such as NASA, Boeing, Ford, Airbus, Johnson & Johnson, and the National Institute of Standards and Technology (NIST). As the leader in the force measurement sector, Interface differentiates themselves from competitors by offering solutions with the highest performance, quality, and accuracy in the industry. Founded in 1968, Interface recently celebrated their 50th anniversary by launching plans to sustain another half-century of growth at the top of the industry.



### COMPANY NAME

Interface Inc.



### COMPANY SIZE

200+ employees



### INDUSTRY

Force Measurement  
Technology Manufacturer



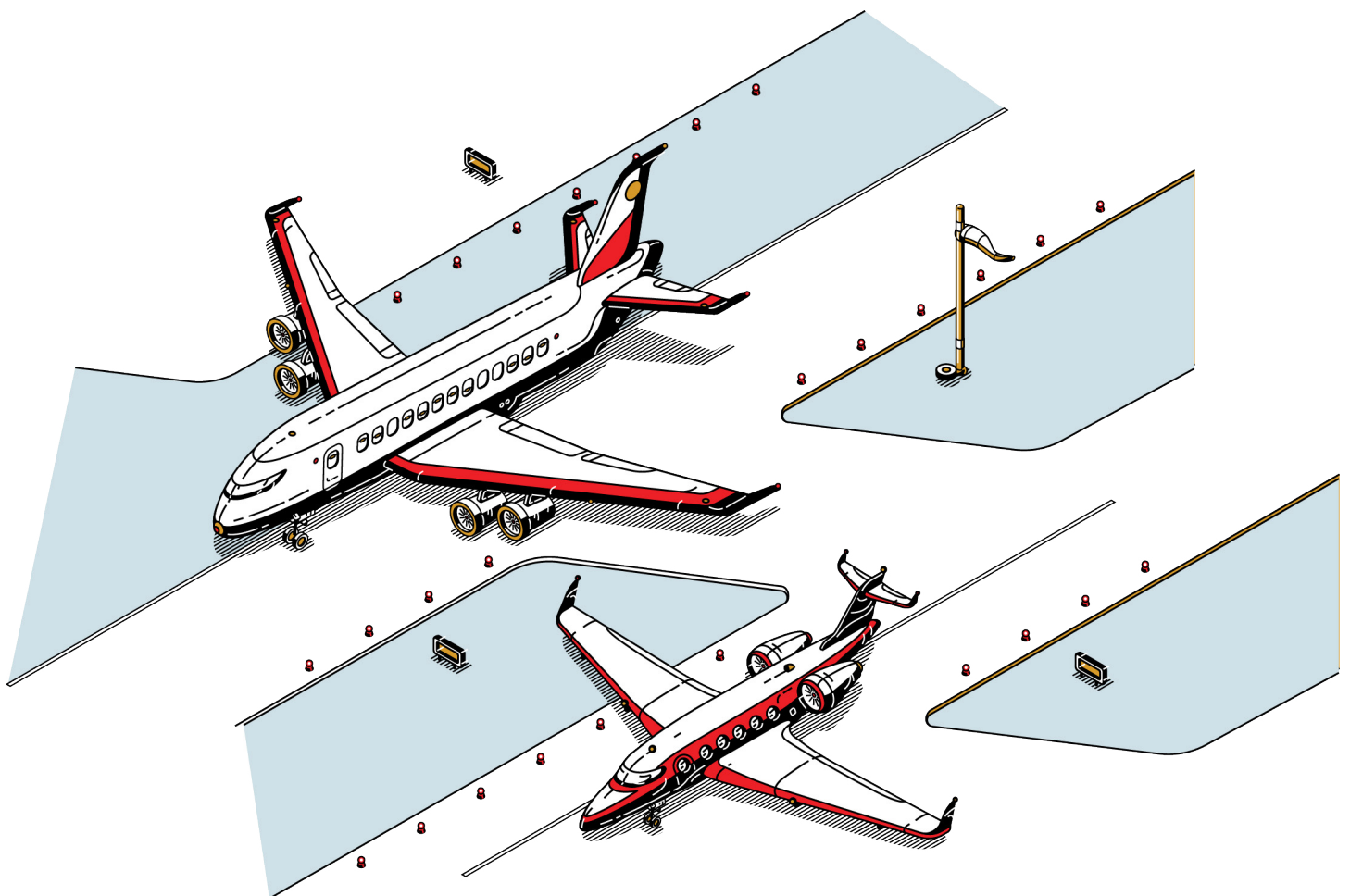
### REGIONS

Scottsdale, Arizona, United States

## LEADING FORCE MEASUREMENT MANUFACTURER RELIES ON TEC'S EXPERIENCE AND INSIGHT TO SELECT BEST-FIT ERP

Interface wanted to digitally transform their organization, starting with replacing their legacy systems and manual processes. Chief Operating Officer Ian James knew that a manufacturing ERP solution could facilitate the desired transformation. He also realized that working with industry experts could make a huge difference for an ERP project that had to meet the complex, demanding business requirements of Interface.

TEC proved their value quickly and frequently throughout the ERP project, earning essential buy-in from the CEO during the initial requirements-gathering phase. This created the momentum necessary to select a best-fit ERP solution, before negotiating a contract that protected the interests of Interface and would win them considerable price savings.





## PROJECT MILESTONES

### INTERFACE EXECS RELY ON TEC'S PROVEN APPROACH TO DETERMINE COMPLEX BUSINESS REQUIREMENTS

Interface had their own list of questions to ask vendors, but Ian also knew that the company had never performed an ERP software evaluation and selection project. Ian saw the questions that TEC asked vendors and quickly realized that TEC's project managers had performed many ERP selection and implementation projects.

The structured methodology that TEC brought to the table enabled Ian to focus running the business instead of coordinating the software project. He didn't have to think about the next step of the ERP project because he knew that TEC's proven approach would keep everything on track and include all crucial details at every stage of the project. In fact, Ian earned a promotion to COO during the project and was still able to fulfill his business schedule without interruption.

TEC's attention to detail, driven by a structured, data-centric approach, allowed Interface to collect an exhaustive list of business requirements that reflected their real-world software needs. These requirements prepared the manufacturer for the demo phase of the software selection project while proving TEC's value to the CEO.



“*When I first approached my CEO, there was skepticism about TEC’s involvement. . . but as the project progressed, he understood the value of TEC’s proven process, extensive experience, and industry knowledge—****the project got CEO buy-in because TEC proved their value early on.***”

— Ian James, COO, Interface Inc.

## **TEC MANAGES VENDOR DEMOS AND FACILITATES CONSENSUS BUILDING BASED ON ERP ROI**

Vendor and implementer demonstrations were crucial for showing how specific software solutions would cover the needs of everyone who would be using the system. As is often the case, the enthusiasm displayed by the CEO motivated inclusion and participation across multiple departments at Interface.

TEC's rigorous approach to demos ensured that the ERP selected would cover business requirements and objectives. Additionally, TEC's project managers helped to sharpen focus on the most important business processes, ask critical questions of vendors and implementers, and perform an apples-to-apples scoring and analysis. Facilitating an open dialogue among project participants and staff added value to key decision-making factors and made demos and direct comparisons more effective.

Interface also needed to be sure of the return on investment (ROI) for each ERP system under consideration. As the leader of the project, Ian would be asking stakeholders to spend a considerable sum of money, but stakeholder investments such as this always entail risk. To reassure stakeholders that they were making a good investment, TEC made sure that the vendors and implementers showed where returns would be generated, bringing measurable ROI data to light.

The result was a company-wide consensus of a best-fit solution based on ROI and the business requirements gathered during the initial steps of the project.



“ We had a lot of people involved, in particular, during the demo phase. I was pleased to see how many people were taking the demos seriously. **This helped to build a consensus of important features we were looking for and build a consensus about the ERP we like.** ”

— Ian James, COO, Interface Inc.



## TEC CONTRACT NEGOTIATION SECURES SIGNIFICANT SAVINGS, PROTECTS INTERFACE INTERESTS, PROMOTES PARTNERSHIP

When the choice was made, staff were so pleased with the ERP selection that they started to seek training materials to get a head start. But TEC knew that a crucial part of the selection process remained: contract review and price negotiations. Typically, Interface performs their own negotiations, but TEC's experience and industry knowledge were trusted to optimize this crucial process.

TEC's project managers went on to negotiate significant savings while protecting the interests of Interface. Crucially, TEC experts identified that details within the statement of work (SOW) needed to be greatly clarified. So TEC went ahead and coached the implementer to make sure that the SOW clarified expected deliverables and scheduled outcomes while protecting the interests of Interface.

Clearly, a great deal of money was saved. Just as valuable was the fact that Interface defined terms to protect them throughout the implementation and go-live process while facilitating a smoother relationship with key partners.

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*It's about knowledge . . . TEC knows what the pitfalls are, where the pressure points are, what a vendor is good at, and where a vendor is trying to smooth over the cracks.”*

— Ian James, COO, Interface Inc.

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## CONCLUSION

Interface and COO Ian James were able to rely on TEC's proven expertise throughout the entire ERP evaluation and selection project, including requirements gathering, managing vendor demos, consensus building, and contract review and price negotiations. This was accomplished without disrupting the business or impacting Ian's schedule.

Staff look forward to the moment that the new manufacturing ERP goes live. Buy-in at the top was encouraged by TEC proving their value throughout the project, and TEC's team will assist during the implementation, much to the delight of everyone involved in deploying the new ERP system.

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*TEC paid for itself, especially in the negotiations, over and over . . . at first, it did seem like an additional expense in an already expensive project, but we saved a ton of money from TEC's involvement. We experienced our return on investment very early.*

— Ian James, COO, Interface Inc.

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## ABOUT TECHNOLOGY EVALUATION CENTERS (TEC)

Technology Evaluation Centers (TEC) is a global consulting and advisory firm, helping organizations plan, select, and adopt the best enterprise software solution for their needs. TEC reduces the time, cost, and risk associated with enterprise software selection with its advanced decision-making process and support application, software selection experts, and extensive resources.

Over 3.5 million subscribers leverage TEC's industry-leading research and detailed information on more than 1,000 leading software solutions across all major application areas. For more information, please visit: [www.technologyevaluation.com](http://www.technologyevaluation.com).



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