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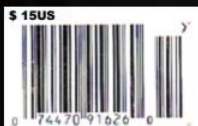
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**NETSUITE**  
EDITION

**NAVIGATING  
COMPLEX ERP  
IMPLEMENTATIONS:  
HOW RPSI GLOBAL  
SIMPLIFIES THE  
PROCESS**

Yaffa Rabkin,  
Founder & Owner

**RPSI  
GLOBAL**



# COVER STORY

A professional portrait of Yaffa Rabkin, a woman with dark, shoulder-length hair, wearing a black blazer over a white collared shirt. She is smiling slightly and looking towards the camera. The background is a blurred office setting.

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**We focus not just on the technology but also on aligning people, processes, and data to ensure a cohesive transformation journey**

Yaffa Rabkin,  
Founder & Owner

# RPSI GLOBAL

## NAVIGATING COMPLEX ERP IMPLEMENTATIONS: HOW RPSI GLOBAL SIMPLIFIES THE PROCESS

By Justin Smith

**E**nterprise Resource Planning (ERP) implementations, especially multi-stream projects involving several software solutions, vendor and teams, present unique challenges. Yaffa Rabkin, an expert in NetSuite implementations with over 20 years of experience in technology transformation, recognized a critical gap in the market: businesses struggle with coordinating these elements, often leading to delays and complications.

In response, Rabkin founded Rabkin Professional Services Global (RPSI Global), a specialized project management firm that focuses on seamless ERP transformations. Through proactive, comprehensive management, RPSI Global ensures that every phase of the ERP implementation process—from planning to execution and post-launch support—runs smoothly, minimizing risks and unexpected hurdles.

Rabkin's extensive background with NetSuite Professional Services in Toronto revealed a consistent issue for businesses: while solution providers often focus on technical aspects such as integration and data management, the broader coordination

of multiple vendors, software timelines and processes remains an obstacle.

RPSI Global was created with the goal of helping businesses harness the power of technology to stay ahead of the curve. Over the years, the firm has adapted alongside the rapidly evolving tech landscape, refining its ability to manage all aspects of digital transformation.

"We focus not just on the technology but also on aligning people, processes and data to ensure a cohesive transformation journey," says Rabkin.

### THE CORE PILLARS OF RPSI GLOBAL'S APPROACH

RPSI Global's services are structured around five core readiness pillars, which address both technical and human factors crucial to successful ERP implementations:

#### 1. EXECUTIVE READINESS:

o **Objective:** Ensuring leadership alignment is critical to realizing the full value of an ERP investment. This pillar



empowers organizations to drive positive changes throughout the enterprise by preparing executives to champion the transformation.

## 2. OPERATIONAL AND TECHNICAL READINESS:

**o Objective:** Preparing the business's operations and technical infrastructure is essential to reducing risks during an ERP rollout. By ensuring processes and systems are aligned before the go-live, this pillar lays the groundwork for a smooth transition.

## 3. PROJECT GOVERNANCE AND PMO (PROJECT MANAGEMENT OFFICE):

**o Objective:** A well-structured PMO and robust governance help ensure the project stays on track with deadlines and objectives. RPSI Global excels at managing complex projects, overseeing timelines, resources and communication channels to ensure successful outcomes.

## 4. VENDOR SELECTION:

**o Objective:** Choosing the right software and implementation partner is critical to achieving desired outcomes. RPSI Global helps businesses develop strategies for vendor selection, ensuring that project goals and long-term value are met.

## 5. CHANGE MANAGEMENT:

**o Objective:** Managing resistance to change is key to the success of any ERP implementation. RPSI Global ensures stakeholders are prepared and that change efforts are aligned with the organization's unique needs, increasing the chances of success.

## HIGH-TOUCH, TAILORED SOLUTIONS

RPSI Global's flexible, boutique approach allows it to support clients at every stage of their digital transformation journey.

Whether during the pre-implementation planning phase, mid-implementation mediation, or post-implementation optimization, the firm adapts its services to the specific needs of the client.

Rabkin's proactive management style ensures that potential risks are identified early, allowing businesses to address issues before they become roadblocks. By staying ahead of the curve, RPSI Global can confidently tackle obstacles that may arise, ensuring that projects remain on time and within budget.

In addition to project execution, RPSI Global also provides tailored reports for stakeholders, from business leads to C-suite executives. These reports offer a detailed look at the project's progress, helping clients make informed decisions that align with business objectives.

A standout example of RPSI Global's impact can be seen in a recent project where a client struggled with IT progress after going live. RPSI Global was brought in to assess the situation, implement necessary improvements, and provide strategic insights that significantly accelerated project completion. This case highlights Rabkin's ability to step in, resolve issues and ensure success, even in projects that have veered off course.

One of the critical factors in RPSI Global's success is Rabkin's deep expertise in managing vendors. The firm excels at ensuring that vendors meet timelines, budgets and project scope. By maintaining strong relationships with implementation partners and holding them accountable, RPSI Global ensures predictable outcomes for its clients, avoiding the costly delays and escalations that often plague complex projects.

## ONGOING SUPPORT AND POST-IMPLEMENTATION ADVISORY

RPSI Global's involvement doesn't end once the ERP system goes live. The firm offers ongoing advisory services that address operational gaps and system performance issues post-implementation, helping businesses optimize their new systems for maximum efficiency. In addition, RPSI Global coordinates training programs to elevate internal staff knowledge, ensuring that companies can sustain the solutions delivered during the implementation process.

Under Yaffa Rabkin's leadership, RPSI Global has become a trusted advisor in the ERP space, offering tailored, results-driven project management services. By focusing on proactive risk management, vendor coordination, and comprehensive project oversight, RPSI Global helps businesses achieve successful ERP transformations.

The firm's high-touch approach, combined with Rabkin's in-depth knowledge of the NetSuite ecosystem, positions RPSI Global as a go-to partner for companies seeking seamless, efficient digital transformation. For businesses aiming to stay ahead in a rapidly changing technological landscape, RPSI Global provides the strategic guidance and expertise needed to ensure success. 