



## When is time to say goodbye to your management software?

by/par: Dominic Minervino, Milano Software

**Deciding whether to keep or replace your current management software can be a very difficult choice. You've invested good money and don't want to spend any more. But you can't afford to continue with something that doesn't deliver. It frustrates you and your staff, it makes you look bad in front of clients, and nobody seems to care about fixing it with you. Here's a tip I learned a long time ago that will make your decision much easier.**

Software can perform many tasks for you – manage your inventory, your client records, your scheduling, your staff performance and your finances. To do all this manually would take a heck of a good employee – smart, reliable, accurate, consistent and hardworking ... (all of this and no vacation pay). This employee may cost you anywhere from \$20,000 to \$40,000 a year.

If you thought of your software as if it were an employee, how would that affect your decision? If they are performing as expected you might pat them on the back and give them a raise. But if they weren't cutting it, you either work with them to perform better or you point to them and tell them "you're fired"! Ultimately you need to be surrounded by good people in order to succeed yourself.

So start this way. Make a list of all the things you want your software to do. Whether it's the basics (those mentioned above) or things like email marketing, online bookings, gift card processing, automatic confirmations, credit card integration, remote access. Is your current software doing all of this?? If yes, you're set for now and the decision is done.

If not, ask yourself why. Is it that you don't know how to use it and need additional training?

Is it that your equipment is too flaky to let the software work properly?

Is it that the software company won't support you when you need help? Is it that your software is too out-dated to perform some of these tasks?

If your software were able to properly perform these tasks, how much more profit would you be generating each year - \$5,000, \$10,000, \$50,000?

If the amount is considerable, IT'S TIME FOR A CHANGE!

Your increase in profits far outweighs what you would spend on adequate software.

***You wouldn't let your employee hold you back.***

***Why let your software?***