

What are the biggest challenges in new technology implementation?

Interviews with leading financial executives



Implementing a new technology is always disruptive, and you need buy-in up and down the organization. The best way to achieve buy-in is through communications and transparency. Employees must understand not only how a new technology is going to benefit the company, but how it's going to benefit them and help them do their jobs better.



Carol Lowe
*Chief Financial Officer,
Sealed Air*

You have to demonstrate the benefits and return on investment at every level, because implementing a new technology is expensive in terms of both time and money. We have to get people's hearts and minds into what we're trying to do and explain how it will help them and the organization as a whole.



Colleen Zitt
*Regional Corporate Controller,
Zurich North America*

When you introduce a new technology, you are usually taking out an old system. As a result, you have to decide which data is relevant to the new system and which data is not.



Mark Camerote
*Vice President, Finance,
Ride Group, Inc. and
Former Controller, vRide*

Change management is a big part of it, because you are changing the way people work when you implement a new technology. You have to make clear how this change is for the better, both for the individual and the company.



Richard Oraziotti
*SVP and Controller,
Goldcorp*