What Happens After Go-Live?
The Forgotten Phase of E-Procurement

E-Procurement go-live is often celebrated as the finish line. But the reality? It's just the beginning. Many organizations stumble after implementation—not because the system doesn't work, but because post-go-live support and strategy are missing. Here's how to avoid the common post-implementation pitfalls and ensure long-term success:

1 Prioritize Post-Go-Live Support from Day One
Without structured support, user issues pile up and enthusiasm fades fast.

Key Insight: Set up a post-go-live command center for the first 90 days—this builds confidence, speeds up resolution, and prevents early disengagement.

2 Don't Assume Adoption—Monitor It
Just because the system is available doesn't mean it's being used as intended.

Key Insight: Track user behavior, identify drop-offs, and actively engage departments lagging in adoption.

3 Keep Suppliers Engaged, Not Just Onboarded
Supplier participation may drop after go-live if communication halts or processes feel clunky.

Key Insight: Create a supplier success program—offer quick support, regular feedback loops, and streamlined processes to keep them invested.

4 Refresh Training & Change Management Regularly
One-time training doesn't cut it. People forget, processes evolve, & new hires join.

Key Insight: Schedule periodic refreshers and provide always-accessible resources tailored to real-world use cases.

5 Measure What Matters—and Act on It
If you don't measure ROI, process efficiency, and user satisfaction, you won't know if things are working.

Key Insight: Define KPIs for adoption, cycle times, and cost savings—and revisit them quarterly to drive continuous improvement.

What This Means for Procurement Teams:
Going live is a milestone—but sustainable success comes from what you do after. The real value of e-Procurement lies in long-term adoption, supplier engagement, and data-driven optimization. By treating post-go-live as a strategic phase—not an afterthought—procurement teams can unlock the full potential of their digital investment.