Consulting Services
TRUSTED ADVISORS FOR YOUR IMPLEMENTATION NEEDS

SYSPRO™
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Contents

Trusted advisors for your implementation needs

Sincere thanks for considering SYSPRO's Consulting Services for your SYSPRO ERP implementation requirements.

Our Consulting Services team is uniquely equipped to enable your business to unlock strategic value from your investment in SYSPRO. The team is represented by Project Managers and Consultants of all disciplines, who combined have many years of experience successfully implementing complex ERP projects within a wide range of industries.

With over 40 years of practical hands on experience, SYSPRO are experts in enabling business capability through ERP software. We take the time to understand your strategic business needs and desired outcomes, working as a trusted advisor, helping you to spend more time with your customers, creating greater value for your business.

So, why trust SYSPRO with your ERP implementation?

- At SYSPRO we understand that there is no such thing as a 'one size fits all' ERP project
    - Different business operating contexts necessitate a need for a tailored approach
    - Our IDEAL implementation methodology provides the structure and flexibility to enable and de-risk your ERP implementation, whilst avoiding arduous administration
- SYSPRO's certified Project Managers work to guide your project team to deliver a fit for purpose ERP solution, with a focus upon business outcomes not technology outputs
- SYSPRO recognizes that ERP is a tool designed to unlock your business's potential: Consulting Services work with your teams as a trusted business advisor, helping you realize that value and leverage long-term benefits
- SYSPRO offers a range of Project Management service levels, designed to meet the requirements of your business and implementation needs, enabling you to determine the level of support you require.

At a glance benefits of SYSPRO's consulting services offering

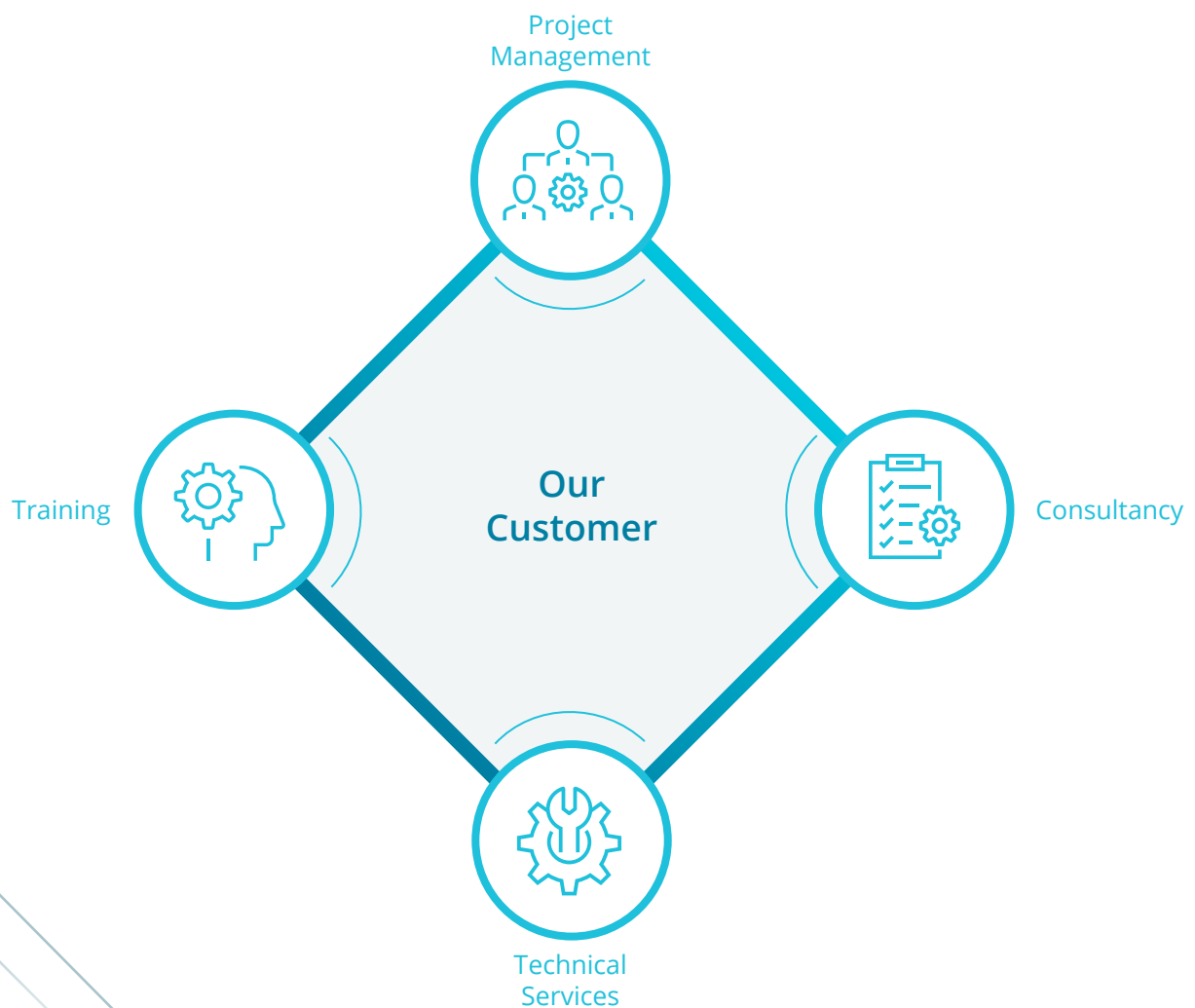| Benefit	Included with SYSPRO's Consulting Services
A structured and industry best practice implementation methodology IDEAL – designed to structure and de-risk your ERP implementation	✔
A dedicated assigned and certified project manager	✔
Over 40 years of ERP implementation experience	✔
Flexibility to choose a project management tier to fit your business requirements	✔
Ability to tailor an approach to meet your user training, reporting and stationery requirements	✔

IDEAL:
The key to unlocking SYSPRO's capability

SYSPRO succeeds in implementing ERP solutions by using best practices developed over many years of experience. A successful ERP implementation is the foundation to enabling you to optimize and expand your businesses operations, launch new initiatives, grow revenue and reduce costs.

IDEAL, our implementation methodology, facilitates a successful implementation and a roadmap to reaping a return on your investment for many years to come.

Based upon industry best practice, IDEAL is designed to be a scalable, structured and phased approach, consisting of pre-defined inputs, activities and outputs, which combine to deliver a solution that exceeds your goals, objectives and expectations. IDEAL is designed to deliver a project that:

- Delivers the right solution that best meets your requirements

- Uses our extensive experience and knowledge of best practices to deliver true benefit to your business

- Provides visibility to and accountability of our activities and services

- Effectively utilizes resources to minimize the investment to achieve a successful outcome

- Empowers your team to understand and leverage the ERP solution within your business

- Scales to meet the complexity or simplicity of your implementation needs, aligned with your business's operational capabilities

SYSPRO's IDEAL Framework Methodology

IDEAL consists of five clearly defined phases:

SYSPRO IDEAL Methodology

Initiate
- Resource Identification
- Initial Scoping
- Project Planning
- Customer Start-up Meeting
- Infrastructure Profile

Design
- Business Process Review
- Solution Specification and Modeling
- Gap Analysis (where applicable)
- Initial Business Process Training

Engineer
- Installation Profile
- Sample Data Creation
- Prototype Build
- Solution Simulation
- Test Script Creation
- Data Migration Test
- User Acceptance Testing

Actualize
- Production Master Data Import
- End-user Training
- Readiness Testing
- Go/No-Go Review
- Take on Balances
- Balance the System and Sign-off
- Cutover to SYSPRO (Go-Live)
- Early Life Support inc. First Month End
- Validation and Sign-off on First Month End Balances

Leverage
- Handover to Support
- Handover to Account Manager
- Project Closure Meeting

Project Management
Stakeholder Management
Change Control
Quality Control
RAID Register

Initiate

The implementation project begins with the Initiate phase. In this phase, the project teams from your organization and SYSPRO come together to plan the project activities, resources and timelines. The subsequent phases of the project are built upon the foundation created during Initiate, so every project consists of the following:

- **Handover Meeting:** The internal Sales and Consulting Services teams meet to prepare for the start of your project, ensuring that appropriate resources are selected to deliver your specific requirements.

- **Start-up Meeting:** Is arranged in order for your key stakeholders to meet the SYSPRO Consulting Services team. During this meeting the project's goals and mandate are discussed, project team members from both your business and SYSPRO are confirmed, and the communication plan between your company and SYSPRO is agreed.

- **Resource Identification:** The newly formed joint project team work to confirm the resources which will be utilized throughout the project, including project management, process leads and project sponsorship and governance, designed to ensure a successful outcome.

- **Scoping:** Is focused upon deriving a detailed understanding of the functional requirements for your SYSPRO ERP implementation, in order to achieve your businesses strategic goals for the project.

- **Work Breakdown Structure & Project Planning:** This is a component of the planning phase, reflecting the activities required to successfully realize your ERP project's intended outcomes.

- **Infrastructure Assessment:** Where applicable, ensuring that your hardware and communications network provides a suitable platform to support your new ERP software. Our expert advisors will help guide you through any recommendations to optimize performance.
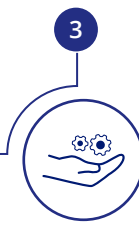
Design

In the Design phase, the project team explores the business objectives and needs in detail and begins architecting the solution that will best meet those needs within the project's parameters.

Using the agreed deliverables (outputs) from Initiate, Design consists of the following principal activities:

- **Business & Process Review:** The project team will evaluate your current 'as is' business processes and begin outlining the 'to be' business processes. All reporting and documentation requirements are also captured during this phase.

- **Solution Specification and Modeling:** The project teams begin to configure the SYSPRO prototype solution to the specific business needs of your business operations. Unlike many ERP implementors, SYSPRO's process adopts a consultative and iterative approach, ensuring that you have full visibility of your ERP solution as the solution modeling evolves.

- **Gap Analysis and Resolution:** Any functional gaps identified between a business requirement and SYSPRO's out-of-the-box capabilities will be outlined in the gap analysis. A plan to resolve these gaps will be documented, including any functional specification documentation necessary to describe how these specific requirements will be satisfied.

- **Foundation and Education Review:** To determine the most effective approach to train and educate your ERP user community, ensuring that they are able to make best use of SYSPRO to perform their daily activities.

Engineer

In the Engineer phase, the project team starts to configure and build the solution based on the agreed design. This phase consists of the following activities:

- **Hardware Infrastructure Readiness:** To verify that the network resources have sufficient capacity and have been configured correctly to install and run the SYSPRO software and other integrated solutions.

- **Sample Data Creation:** Representative sample data from your business is loaded into a test SYSPRO environment to help you build familiarity with SYSPRO ERP, while work to migrate any data from legacy system(s) will commence at this stage, in parallel.

- **Solution Build:** The consultancy is delivered in a modular structure, in-line with each functional area of your ERP requirement. At the end of each session you will be given opportunity to test each aspect of the prototype, providing feedback to your consultant, ensuring that the solution is fully aligned with your business requirements.

- **Solution Simulation & Test Scripts:** Using your data, business process owners configure and test live production scenarios within the test SYSPRO environment. Supported by test scripts, this process will be repeated many times to ensure that the processes are familiar, and the data is suitably refined, in readiness for the final data take-on activity.

- **Data Migration Test**: Once the data cleansing (where applicable) process has been carried out, the data migration process will be tested. Your consultant will provide support and guidance, to ensure that you are comfortable with the process in time for you to go-live with your new SYSPRO ERP solution.

- **Acceptance Testing (User Acceptance Testing Pilot):** Using the test scripts previously created the formal testing process is undertaken. This is designed to ensure that each functional component within the ERP prototype operates and integrates as expected. Any refinements needed at this stage as an output from the test phase are then made in readiness for the go-live cut-over activity.

Actualize

Once the solution build has been accepted, the time has come to actualize the implementation. During the Actualize phase the following activities are undertaken:

- **End-User Training**: It is important that all users of your new ERP solution are prepared and ready to go-live. During Actualize, end-user training is delivered to the end-users either by your process leads, or SYSPRO's consultants (if required). User guides can be created specifically for your tailored solution, which provide a valuable aid to your users during and after the initial training.

- **Production Master Data Import:** While training takes place, the SYSPRO production company (based on the prototype) is built and the master data is imported.

- **Go/No-Go review (Sign off):** Represents a key decision point within the phase and takes input from the outcome of the readiness assessment. The decision to go-live at this stage, or to defer, to provide additional opportunity to address any findings from the assessment, is made. Your operational readiness is also duly considered, in addition to the readiness of your ERP solution.

- **Balance Take-On & Balancing the System:** Following a decision to go-live, you will input opening sub ledger and general ledger balances into SYSPRO. Balancing SYSPRO transactional values to the values within the legacy system (where applicable) is performed and accepted. Your new SYSPRO ERP solution will then be ready to use.

- **Cut-over to SYSPRO & Go-Live Support:** From this point forward, all transactions are performed within your new SYSPRO ERP solution, while early life support is provisioned by your consultant(s), to ensure that any early life queries are effectively managed.

- **First Month End Support:** The SYSPRO project team is also available to support the management of your first month-end financial ledger within your new SYSPRO ERP. This ensures that your business reporting cycles and fiscal period-end processes are managed in line with your requirements.

Leverage

Once your new SYSPRO ERP solution is in place and is being readily used the Leverage phase begins. Key to the Leverage phase are the following activities:

- **Support Documentation & Handover:** Your implementation consultant(s) will produce documentation and effect a handover to the SYSPRO Support team, who will provide expert assistance to your team once the project has closed.

- **Account Management Handover:** As the project draws to a close, an Account Manager is made available to you. This ensures that our relationship with you, as a trusted advisor continues to evolve. Working together in this way helps us understand how best to enable your future strategic goals through the effective application of SYSPRO's capability.

- **Project Close:** Critical to our collective success is continuous improvement. As such, any recommendations for further refinement is provided, in addition to a project closure report, including a summary of the project's key metrics and success measures.

Meet the Team

The SYSPRO Consulting Services team enables a successful ERP implementation for your business through the provision of a blend of carefully matched expertise, refined over many years of hands-on experience.

1 Project Management

Project Management can be considered as the 'gel' which bonds the implementation team's common purpose, ensuring that everybody understands what part they need to play within the ERP implementation in order to achieve a successful outcome.

SYSPRO's Project Management team is represented by experienced Project Managers, all of whom are industry certified. The team has a broad knowledge of the ERP market and understands the need to objectively consider the specific requirements and strategic objectives of your business, balancing this with the need to deliver within often challenging time and budget constraints.

Your SYSPRO Project Manager will own the project plan and will keep your business stakeholders closely informed around the project's current status. This helps ensure that project resources are effectively utilized throughout your implementation journey, helping you unlock SYSPRO's ERP capability soonest.

When embarking upon your SYSPRO implementation journey, we ask you to nominate a member of your team to fulfil the role of Project Manager, to co-ordinate the project activities of your internal team. Together with the SYSPRO Project Manager they are responsible for leading the implementation and overseeing the entire project, ensuring that your strategic objectives are met. Together they share ownership of the project to ensure a successful outcome.

When selecting your Project Manager, ensure you identify somebody with strong leadership and communication skills, in order that support is provided to your internal team.

Different projects call for different levels of rigor, depending upon a range of factors, from technical complexity to strategic significance. SYSPRO recognizes this and offers four different tiers of Project Management to suit your specific project needs. Your SYSPRO representative will be happy to discuss your needs in context to each of the service offerings available:

Service Component	Tier 0 Partner Support (5% of services)	Tier 1 PSO (15% of services)	Tier 2 Project Management Intermediate (20% of services)	Tier 3 Project Management Complex (20% of services)	Tier 4 Project Management Bespoke (Est at request)
▪ Supporting a SYSPRO Partner to administrate IDEAL	✔				
▪ Scheduling of SYSPRO Resources ▪ Objective settling ▪ High-level budget management ▪ Administrate the IDEAL Methodology		✔	✔	✔	✔
▪ Project status checkpoint reports ▪ Project Gantt chart ▪ RAID log ▪ Project Initiation Document (PID)			✔	✔	✔

▪ Full project governance structure:
  ▪ Project board meeting with reporting pack
  ▪ Detailed Gantt Chart (granular resourcing, and dependency tracking)
▪ Granular budget tracking
				✔	✔

▪ Specific/bespoke requirements Eg. Reporting to independent project assurance bodies etc.					✔

The Tiers of Project Management Service Available to Support Your ERP Implementation

2 Consultancy

You will meet and work with a variety of Consultants from the SYSPRO team. They will deliver consultancy at your own premises to ensure that you quickly start to realize benefits from your SYSPRO ERP investment.

To ensure that you are able to unlock the true value from SYSPRO's capability our consultancy team have strong industry experience and are fully certified in SYSPRO. They understand the challenges you face and provide practical, agile and innovative solutions to cater for your specific business needs.

Your consultancy agenda will be aligned with your business's functional needs and will focus upon the review of your 'as is' and 'to be' business processes. Best practice advice and guidance will be provided at every step, ensuring that you derive the maximum business value in the shortest possible time from SYSPRO's market leading capability. Our consultants will train your process leads, ensuring that they are able to quickly familiarize themselves with the SYSPRO product, before sharing that learning with your broader end user community.

Your consultants will assist you with some of the more technical aspects of your SYSPRO implementation, providing guidance around data migration, business process testing and the end-to-end process walk-through considerations, helping ensure that you go-live on time and within budget. Additional support can also be provided, where requested, to facilitate the creation of specific reporting and stationery formats for example.

3 Technical Services

Choosing how best to host and deploy your ERP solution is as important as the initial ERP investment decision itself. We understand that determining the most appropriate hardware infrastructure to support your SYSPRO ERP can be a difficult decision to make. This is made especially challenging if you do not have the necessary information to support such a decision. This is where our dedicated Technical Consultants can assist.

Our experienced team are on-hand to provide advice and recommendations around hardware, operating systems and databases, helping you make an informed decision about how best to host and deploy SYSPRO.

They are experts in SYSPRO performance, scalability, and best practice implementation considerations, helping ensure that you are able to make an informed, cost effective choice that works for your business.

Our highly skilled Technical Consultants are responsible for installing SYSPRO on your chosen hardware, ahead of the consultancy taking place. The team work hard to maintain their knowledge of emerging technologies, from operating systems, hardware platforms and Microsoft SQL versions, ensuring that you are able to choose the most cost effective platform to serve your business's ERP needs.

4 Training

Implementing ERP is often seen as an IT project, however underestimating the importance of user training has been an obstacle to ERP adoption for many businesses. A successful ERP project is often 90% orientated around people, processes, culture and politics, with IT being a much smaller 10% component.

Here at SYSPRO we are keen advocates of our own advice: Using our internally developed SYSPRO Learning Centre (SLC), each member of our Consulting Services team must successfully pass product implementation certifications. This ensures that their individual knowledge of the SYSPRO ERP product remains relevant and up-to-date, in-turn helping you to derive the best value from your new SYSPRO ERP solution.

To conduct effective training SYSPRO recommends starting by planning and dedicating sufficient resources to the task, integrating training into your overall project plan and implementation methodology. Training needs to be seen as a critical step within your ERP implementation journey, not simply something you undertake following your go-live.

At the outset of your SYSPRO journey, your Project Manager will work with your team to help you develop a training plan. Our core training sessions focus upon the following functional areas:

- Accounts Receivable
- Accounts Payable
- General Ledger
- Purchase Orders
- Inventory
- Bill of Materials
- Materials Requirement Planning
- Sales Order
- Work in Progress
- System Administration
- SYSPRO Reporting Services

Ensuring quality and consistency in everything we do

We understand that investing in an ERP solution can be a stressful and time consuming experience. We therefore understand the need to have confidence that your implementation partner has the experience and credentials necessary to successfully guide you through the implementation journey.

SYSPRO therefore ensures that every managed implementation adheres to strict quality standards, as defined by its Project Management Office, or 'PMO'.

The PMO ensures that every implementation is managed in a consistent manner and in-line with best practice principles. Independent assurance checkpoints are conducted to ensure that you as our customer are receiving the best quality of service, helping guarantee a successful outcome for your organization's ERP needs.

Strategic Business Goals

Scope Definition

Project Schedule and Quality

Project Management Office (PMO)

Project Governance

PMO Process and Tools

Risk Management

The PMO Cycle

Conclusion

We hope that the information within this brochure answers at least some of your initial questions and helps to show how SYSPRO's expertise can help support and de-risk your ERP implementation journey.

We would like to take the opportunity to extend our warmest thanks for your consideration and we look forward to having the opportunity to work with you as your trusted ERP advisor in the near future.

If in the meantime you have any questions concerning SYSPRO's Consulting Services offering, please don't hesitate to contact your SYSPRO representative.

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