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A word from the Managing Director

Welcome to our 3rd edition newsletter, once again another year has passed at great speed!

We have met and worked with many delightful new customers this year achieving successful implementations in a number of large complex projects. Added to this we have continued to work alongside many of our wonderful customers upgrading their 'Agresso' systems, supporting and developing some of the new functionalities in 'Agresso'.

Throughout the year there have been many changes for us here at Williams Woodward, not least our beloved 'Agresso' being renamed to Unit4 Business World. This name change will take time to embed itself throughout our literature and language so please forgive us if we forget ourselves and refer to the product as Agresso!

Significantly, in April 2015 we achieved ISO 9001 accreditation. The process itself was made easier working with ISO Specialists, IMSM who ensured that we met our goal.

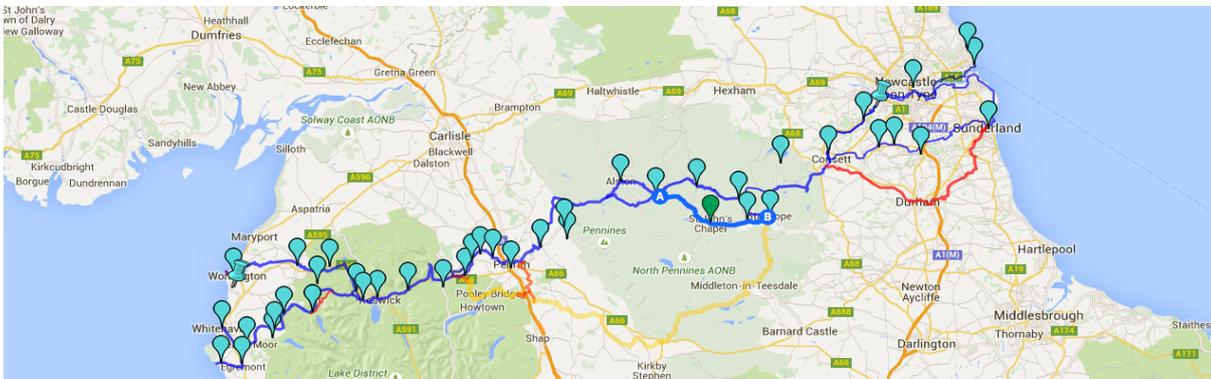
Next year March 2016 sees the 10th Anniversary of the business and we intend to celebrate this great achievement with a 115 mile charity bike ride from Portishead to Maidenhead and a celebration get together with our staff, partners and customers. Details will follow this publication.

Wishing everyone a very Merry Christmas and a Happy and Prosperous New Year 2016.

Fundraising with fun!

Over the past few years the business has consistently helped a number of Charity's. We will continue this work into 2016.

For the past four years we have supported Circus Starr by providing tickets for local children to attend free shows. Circus Starr is a not-for-profit organisation which exists to support local businesses and local children's charities through a 75 venue tour hosted three times a year. A Social Enterprise with children at its heart, Circus Starr operates a unique Donated Ticket Programme that allows thousands of children to attend free shows thanks to the generous support of local businesses who, in turn, enjoy the opportunity to 'give back' to their communities.



In May this year our MD completed a coast-to-coast charity event and a 5k Mud Run in July raising a total of over £1300 for Cancer Research UK during the process. The bike ride was a fun journey from Whitehaven in the west to Tynemouth in the east over a 3 day period taking us through breathtaking countryside via the Lake District and across the Pennines—the route is shown below. This was followed by a 5K fun run known as the Pretty Muddy in Bristol at the start of July — again it was such fun being wet and muddy!

Could your technical environment be managed more effectively?

Feedback from customers has shown that a lack of IT knowledge in-house leads to inadequate database support following a project Go Live and is a common issue around the management of in-house servers. IT team's are often unfamiliar with the 'Agresso' system and not able to provide sufficient expertise.

The WW technical training course is a one day training course, carried out at your site and is aimed at the technical resources who are involved with Agresso. This is likely to be DBAs, Windows Server Engineers and Desktop Rollout Teams etc.

Browse our library to see if there is anything of interest to you or your team <http://www.williamswoodward.co.uk/library.html>

The logo for Williams Woodward, featuring a stylized 'W' and 'W' in red and black, with the text 'williamswoodward' in red below it.

Williams Woodward

Achievements over the past 12 months....

This year we have worked with over 40 customers undertaking tasks such as troubleshooting problems, supporting new staff with knowledge transfer, upgrading 'Agresso' from version 5.4/5.5 to more recent versions (Milestone 4 or Milestone 5), implementing the Unit4 FE Template and providing full implementation services to support organisations to implement Unit4 Business World successfully.

In addition to this we have supported a number of much larger organisations by running multiple supplier projects, led by our excellent programme managers.

Working across many market sectors, increasing our pool of consultants and developing new skillsets throughout the year is setting the grounding for us to continue supporting our customers for many years to come.

92% of our projects last year were successful (satisfied customers), but as with everything not all projects are the same. Some stop and some stall for all sorts of reasons, it is always good to remember the positive experiences as the negatives always take the limelight! **Next year we are aiming for 95% success.**



Merry Christmas

from the team at Williams Woodward



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