Empower your team
reduce your costs

Our services are based on in-depth knowledge and lessons learned from many years of direct experience in implementing Unit4 Business World (U4BW), formerly known as Agresso, and managing change across organisations of all sizes.

Our approach is based on a thorough understanding of the people and organisational dynamics involved in project and systems change management.

Cost savings are generated by the commitment and skills of your team. Working together we can help you save costs and maximise return on your investment.

williamswoodward

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Team building
project preparation

A lack of detailed preparation prior to project commencement cause projects to fail. Before you start any system project what kind of training and support does your project team need?

Project management

Our project management service provides the expertise that will help your business achieve its objectives. People are the key differentiator in our experience, teamwork and preparation being paramount to success.

Supporting your project team to cope with the demands of upgrading or implementing a U4BW system is key.

In our experiences of implementations it has been proven that with good leadership, adequate resource and correctly matched skills projects have a higher chance of success.

There are some basic principles to use when establishing a project team;

- Build a team that possesses all the key skills
- Ensure that people have the time available to spend on the project
- Ensure that everyone understands the objectives and benefits to be derived from the system
- Maintain a 'can do' attitude

Key benefits

- Excellent leadership – decisive, influential and motivational
- Skilled in managing change throughout an organisation
- In depth knowledge & experience of U4BW software
- Expertise and successful track record instils confidence

Taking action
implementation services

Do you have the in-house expertise to cope with the demands of implementing U4BW? What are the risks and consequences of re-deploying employees from their normal role to act as project managers and change managers?

Our implementation services provide the expertise to help your project team cope with the demands of upgrading or implementing a U4BW system.

Our consultant experience includes:

- Common
- Workflow – experienced in advice and guidance on configuring and supporting workflow
- Document archive
- Core Financials
- Logistics
- Project Costing and Billing
- Self service (web) functionality
- HR including web expenses
- System Administration
- IntellAgent
- Flexifields
- Planner and Budgeting
- UK Products e.g. DataLoad, BIF, Web Invoice Registration…
- Browser / Analyser enquiries
- Report Engine (Excelerator/ Worderator/ ARC)

Technical services

With over ten years of experience installing, upgrading, troubleshooting all technical aspects of U4BW, we are able to provide all the U4BW and RDBMS technical consultancy that you may require.

Supporting your system
post implementation support

Our post implementation support service provides advice & guidance on how to support your U4BW system and work with the Unit4 customer support team to best effect. The correct approach, coupled with appropriate skilled staff are prominent factors in ensuring a successful U4BW system.

We will provide:

- Assistance with structuring the management of internal helpdesk tickets and responses (Q&As)
- Advice & guidance on supporting the system
- Teach support staff how to troubleshoot across the application i.e. workflow, payment processing
- Advice & guidance on System Administration and Security
- Undertake ad-hoc training sessions for end users
- Be able to understand and advise on the implications of changes to software and set up
- Provision of advice and guidance on the production of enquiries and basic reports
- Advise on the development of reports using the standard reporting tools

Key benefits

- Confident end users and support staff
- Structured approach to troubleshooting internally
- Reduction in internal tickets outstanding
- Clear understanding of how to get the best out of the U4BW helpdesk
- Professional assistance to cover holidays and long term absence
- Ad hoc training for end users