

Services Provided

Overview

All our projects are delivered using our successful methodology; the process will start with a visit to ascertain the scope of the project, understand any constraints that you may have on resources, budget or other business critical projects. We will build a picture of what your current system strengths and weaknesses are so that we can, with your agreement, maximise the benefits of the upgrade process.

We will discuss what the project means to you and talk you through the project methodology, explaining how the project will affect your team and how we will help avoid the normal pitfalls of an upgrade project.

Our Experience

- Strong Project Management
- Established team working to maximise your staff's knowledge and expertise and provide effective and cost efficient services
- Reviewing business processes and implementing new improved processes where needed including experience of global processes
- Experience of working within both Private and Public Sectors
- Working with international and global organisations
- Working with shared Services models
- ABW 5.3/ 5.4 – 5.5 or 5.6 Upgrades and implementations
- Excellent product knowledge across the application including:
 - Self Service functionality across the system
 - Reporting through Smart Client & Self Service
 - Multi-client set up in ABW
- Excellent ABW based technical skills

Maximising Business Benefits

Whether in the private or public sector it is essential to gain maximum advantage from your Agresso Business World (ABW) system. The upgrading of the software to the latest version is the ideal time to consider what additional business requirements and business benefits you want to achieve.

We can work with you during and if needed after the upgrade process to assist you in gaining maximum advantage from your ABW system and provide on-going support.

The most successful ABW customers have a continual business system improvement programme that is cost effective and meets the on-going business needs. We would be pleased to work with you to ensure your upgrade process provides these long term benefits.

Team Building – Project Preparation

Before starting any IT project it is important to ensure that the proposed project team are prepared for the task ahead and are ready to implement the new system with confidence. The time invested in understanding what this means is invaluable as the project progresses.

Our Doable Project Management service has been proven to help project teams prepare and gain an understanding of what is important during the project lifecycle and why it is important.

Project Management Services

Our project management services will provide the expertise that will help your project team cope with the demands of upgrading an ABW system. We believe it is a more cost effective route to engage interim project management services offering extensive experience of implementing ABW systems, upgrades and new functionality, rather than rely on in-house resource that often lack the experience and knowledge to manage this process effectively and in a timely manner.

We offer the following qualities in our project managers

- Excellent leadership of project teams – decisive, influential and motivational
- Skilled in managing change throughout an organisation
- In depth knowledge & experience of ABW software & technical environment
- Expertise and successful track records instils confidence in senior management.
- Our experience helps pre-empt many problems, avoids common pitfalls and ensures best practice
- Our approach encourages inter-disciplinary working and new thinking
- Guidance on how to get best value from client/software supplier relationship including any other third parties such as system integrators and other software providers
- Getting things right first time saves on supplier project management costs
- The ability to plan and manage the entire project throughout its various phases
- Good working relationship with Agresso helps ensure contracted services are effectively delivered
- Our knowledge of accountancy/business processes ensures effective solutions are implemented

For each project, in addition to planning and resourcing the project from within the internal and external staff, we will ensure the following key activities are undertaken;

- Manage the relationship between the customer and UNIT4 for the duration of the project
- Define and agree approach to the upgrade with all parties
- Communications Plan
- Change management and communications
- User Acceptance Testing
- Cutover planning for the smooth transition to new system

All our project management services include the involvement of a Project Director to attend regular Board meetings on site.

Understanding scope and business benefits required

Key to managing a successful project is to ensure we and your team fully understand the reasons for the upgrade and the business benefits sought from this process. We will work with your sponsor and senior team members to ensure this is documented and understood.

Implementation Services

Our implementation services will provide the expertise that will help your project team cope with the demands of upgrading an ABW system.

Our team of consultants have extensive experience of both new implementations of Agresso Business World and upgrading ABW systems including 5.3; 5.4; 5.5 and 5.6 (known as Route 66)

We would always work closely with UNIT4 consultants for any specialised consultancy support and especially where there are customised elements involved in an upgrade to prevent any future support issues.

All our consultants have extensive experience of both implementing Agresso Business World and upgrading Agresso systems including 5.3; 5.4 and 5.5. Some of the project work we have undertaken is with the following customers;

- EC Harris (27 Countries implemented with group processes)
- The Southern Cooperative
- Laing Investment Management Systems
- Barnet Primary Care NHS Trust (Shared Services)
- Luton & Dunstable Hospitals NHS Trust
- Royal Marsden Hospital NHS Trust
- Davy's Process Technology

The experience of our consultants covers the wider ABW product which includes the following;

- Agresso 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
- Payroll
- System Administration
- IntellAgent
- Flexifields
- Planner
- UK Products e.g. DataLoad, BIF, Web Invoice Registration...
- Management Reporting using the web services
- Browser / Analyser enquiries
- Report Engine (Excelerator/ Worderator/ ARC)
- Competent in using tools such as SQL Query Analyser; Oracle SQL Plus, ARC, Agresso Logging, AG16, data warehousing
- Development/ maintenance of ARC reports

Technical Services

Our technical consultants will provide the expertise required to help your IT team cope with the demands of upgrading an Agresso system. With thirteen years of experience installing, upgrading and troubleshooting all technical aspects of ABW, we are able to provide the AGRESSO and RDBMS technical consultancy that you need.

- ABW upgrades
- Performance tuning
- Installations of ABW
- Installations and upgrades of SQL Server and Oracle
- Conversions of Oracle to SQL Server
- Server consolidation
- Disaster recovery and high availability planning
- Technical health checks and audit of ABW systems
- Ad hoc requests for urgent issues and general troubleshooting

Microsoft Certified DBA - SQL Server 2000, MCITP DBA - SQL Server 2005 and MCITP DBA & Developer - SQL Server 2008.

Remote DBA / Managed Service

Along with the above traditional services, we also provide full DBA support of SQL Server and Oracle database servers. This is not restricted to ABW environments and can cover other systems as well.

Following an initial health check of the system, we would take over the entire administration of the ABW DB server, Business server, Web server and any test / development systems that you may have.

We will provide:

- Pro-actively optimise the performance of the ABW system. Very big performance gains can be achieved on larger systems. This will be on going optimisation and not for an initial period.
- Each morning a comprehensive list of automated checks and key metrics for the ABW database will be analysed and where necessary acted upon.
- If the server reaches pre-defined limits that indicate problems, then an email will be sent to Williams Woodward so that we can action it
- Put in place disaster recovery routines to ensure minimal loss of data in case of catastrophic failure
- Ensure that database backups are taking place on an adequate basis and that they can actually be restored
- Check for problems with database consistency and other database issues
- All the patching of the servers for both Windows and SQL Server
- Database refreshes of live to test and other 'business as usual' requests
- Apply ABW updates when required

Key benefits:

- Black box solution for managing your entire ABW environment
- Professional assistance to cover holidays and long term absence
- Can also work with existing staff to provide additional resource and analysis
- Affordable

Post Implementation Support

Our post implementation support service provides advice & guidance on how to support your Agresso system and work with the Unit 4 customer support team to best effect. We believe the correct approach, coupled with appropriate skilled staff are prominent factors in ensuring a successful and rewarding Agresso system.

We will provide:

- Assistance with structuring the management of internal helpdesk tickets and responses (Q&As)
- Advice & guidance on supporting the Agresso system
- Help to investigate & resolve all new support requests
- Help to create / manage an internal support database
- Teach support staff how to troubleshoot across the application i.e. workflow, payment processing etc.
- Any system/process workarounds where necessary and where available
- 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 core 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 Agresso reporting tools

Key benefits:

- End Users and support staff who are confident in the system
- Structured approach to troubleshooting internally
- Reduction in internal tickets outstanding
- Clear understanding of how to get the best out of the Agresso helpdesk
- Professional assistance to cover holidays and long term absence
- Ad hoc training for end users
- Affordable

End User Training

As part of the upgrade consideration will need to be given to training end users on the new system; taking account of the new functions and all changes in business processes.

Quite often this is an area that is missed out to save money, but it remains an integral part of a successful project.

Training can be written and delivered by the in house project team and we can scope and manage this as part of the project.

We also work with specialised end user training companies who would work with you to provide a full End User Training service if required.