About us

Williams Woodward is an independent consultancy with a proven track record in managing finance and ERP projects. We provide project management, training, technical and business consulting services across a number of market sectors.

We are an accredited and preferred implementation partner of Unit4, implementing Unit4 Business World (U4BW), formerly known as Agresso, and an accredited re-seller and implementation partner of Xledger business software.
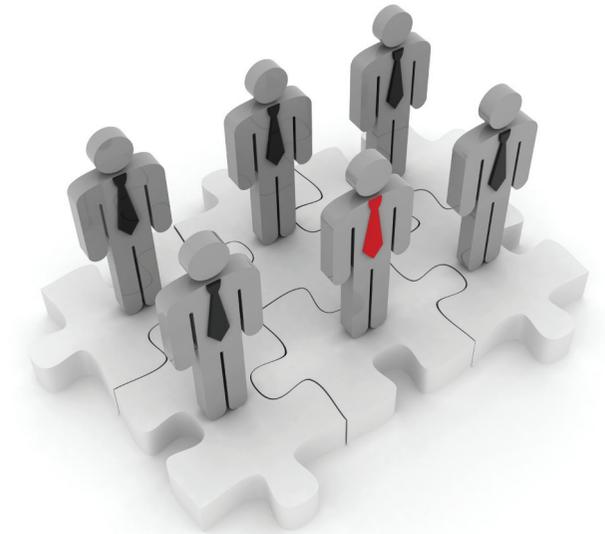
Our service offerings are based on in-depth knowledge and lessons learnt from many years of experience of implementing U4BW and managing change across organisations of all sizes.

williamswoodward

www.**williams**woodward.co.uk

Could your Technical Environment be managed more effectively?

An interactive training day

Contact us at:
info@williamswoodward.co.uk

t/f +44 (0)1628 637266   **www**.**williams**woodward.co.uk

The Summit, 2 Castle Hill Terrace,
Maidenhead, Berkshire, SL6 4JP

U4BW Technical Training

The 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 U4BW. This is likely to be DBAs, Windows Server Engineers and Desktop Rollout etc.

The course is not a fixed PowerPoint presentation or technical manual, but it is rather an interactive demonstration of how U4BW is installed, configured and managed, which provides a better, more effective learning experience. And because most customers have a particular area in which they feel they would benefit spending more time on, it also allows the course to be tailored to your specific needs.

Could your U4BW Technical Environment be managed more effectively?

In many instances when a new U4BW environment is installed, a basic handover is provided to IT staff which may involve client rollout and other essential services. The U4BW architecture and configuration is not always covered in much depth. This is combined with the fact that the IT staff usually have no prior experience of U4BW and that there is a lot to understand. This can lead to delays when problem solving, a reliance on third parties for fixing issues, being unaware of best practice for end user experience and over time slow running systems.The level of skills and understanding around U4BW varies between organisations with some being proficient in

some areas but lacking in others. The purpose of this course is to provide the necessary skills to manage all areas of an U4BW technical environment.

The course will cover:

- U4BW Server Architecture – a complete overview of the U4BW technical environment and understand what the best options are for your organisation.
- Installation of U4BW – know how to install it and what requirements are needed.
- Standard configuration of U4BW – initial configuration of components within the U4BW Management Console.
- RDBMS installation and configuration (SQL Server and Oracle) – installation overview, database configuration and security requirements.
- Database administration of U4BW databases – best practice for database backup routines, consistency checks for database corruption, overview of database tables and indexes.
- Database performance tuning – overview of what are the causes of slow running systems and methodology for optimising performance.
- Disaster Recovery considerations – options for implementing High Availability solutions and how to carry out disaster recovery procedures.
- Setup and rollout of desktop client – setting up and maintaining the central desktop client. Client rollout to desktop PCs and what options are available to improve end user experience.
- HTTP / HTTPS setup of U4BW Web client – how the Web client is configured and maintained. Switching from HTTP protocol to encrypted HTTPS.

- Single Sign On (SSO) – enabling SSO for the Desktop Client and / or the Web Client.
- Applying U4BW updates and hotfixes – when and how to correctly install updates and hotfixes.
- Transferring databases between live and test systems – often a frequent request by the Finance team. Step by step guide on how to carry this out effectively.
- Multiple report queues – understanding why multiple report queues may be beneficial, and how to set them up.
- Printing options – client side or server side printing? Pros and cons of each, and how to setup server side printing.
- Overview of upgrades – outline of the upgrade process, both at the project level, what requirements are normally made on the IT department and also what is involved in a system upgrade.
- Troubleshooting – issues with both U4BW and with the RDBMS.
- Licenses – applying and updating U4BW XML licenses and UKL UK product licenses.
- Managing blob images - deletion of unwanted blob images. Storage of blob images in the database or in a Windows shared folder?
- Installation of UK products – installation of the UK products varies between different packages, but is generally a variation on a theme. Steps required for installing them.
- Client deployment of Report Engine and BIF – client PC rollout of newer versions of Report Engine and BIF.

The training course can be run against a Milestone 4 system upwards.