



Working with Agresso Business World

Third Edition

November 2012

How to Contact Us:

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

tel: 01628 637266

info@williamswoodward.co.uk

Preferred upgrade partner of

2012 - The Olympic Year!

Welcome to the third edition of our newsletter.

The positive effects of the Olympics has made people aware of the value of dedication, commitment, effective teamwork and motivational management. An ethos Williams Woodward fully supports and strives to provide through its high calibre personnel.

We have seen our partnership with UNIT4 continue to develop positively, helping to strengthen the support network for UNIT4 and providing high quality help and advice to its customers across the country.

More and more customers are working with us to upgrade and develop the use of their ABW systems underlining our position as a **Preferred Upgrade Partner**. The economic climate may have turned a corner but is still uncertain which means a lot can be gained from reviewing processes, cutting unnecessary costs, providing pertinent and up to date information to managers and staff and finally managing the investments in business systems to ensure efficiency.

Are you getting the best out of ABW.....

Route66 has now been out for over twelve months and many customers have enjoyed the success of upgrading. It is important not to get left behind with the software moving on at such a pace.

Whichever version of Agresso Business World (ABW) you are currently using you are safe in the knowledge that we have the knowledge and expertise to help you upgrade, implement, maintain and develop your ABW system right up to the latest release - **Route 66M3 (563)**.



Could you answer 'Yes' to any of the following questions?

- ⇒ DO YOU NEED HELP PLANNING YOUR NEXT 12 MONTHS USE OF ABW?
- ⇒ STRUGGLING WITH A DECISION ON UPGRADING — WHEN AND HOW?
- ⇒ ALREADY MADE A DECISION TO UPGRADE AND NOW NEED SOME HELP?
- ⇒ ARE THERE KNOWLEDGE GAPS IN YOUR TEAM?
- ⇒ ARE YOU GETTING THE BEST OUT OF YOUR ABW SYSTEM?



So how can we help?

Our range of experience can help with all your solution needs from preparing your business case through to going live with your new system. We will help you understand how your goals can be achieved and what investment is required from your organisation before you start.

Call to us to find out how we can help or look us up at www.williamswoodward.co.uk

A Customers View.....

Tameside Metropolitan Borough Council

Williams Woodward has been working with Tameside Metropolitan Borough Council (TMBC) to perform their Agresso Business World upgrade from ABW 5.4 to 5.5 whilst making use of new modules and functionality.

The upgrade was expertly carried out by Ian Rigby, Lindy Armiger, Nicola Harrison, Paul Crusham and Neil Bass.



The initial plan was to **re-implement** ABW (on version 5.5sp3) for both ABW clients TMBC and Greater Manchester Pension Fund (GMPF). Due to resourcing and time constraints at the Council, plans were re-assessed in October 2011 and it was agreed to technically **upgrade** the existing 5.4 system to 5.5sp3 and introduce new functionality.

Phase 1 of the project went live as planned in **April 2012**

Alongside the upgrade a number of new modules were implemented, these included:

- * Accounts Receivable and Subscriptions to replace the aging PowerSolve debtors system
- * Direct Debit processing for Debtors
- * Planner to replace spreadsheet processes
- * Scanning and workflow to control Supplier Invoices
- * Bank Reconciliation

The major challenges faced by the team were:

- ⇒ Conversion and reconciliation of debtors data from PowerSolve to ABW
- ⇒ The interfacing between ABW and multiple platform TMBC / GMPF systems (from Payroll to Debt Collection)

Phase 2 of the project went live as planned in **July 2012**

Phase 2 commenced to implement further modules / functionality as follows:

- * Purchasing was introduced to replace the internal E-procurement system and manual processes
- * Workflow to control Purchase Order Invoices
- * Management Reporting via ABW Self Service to replace existing manual spreadsheets

The major challenges faced by the team were:

- ⇒ Engagement of managers for workflow approval tasks and use of the management reports
- ⇒ Availability of complete data (products / contracts) for the implementation of purchasing

For the remainder of this year work continues with TMBC to introduce further functionality which will automate and rationalise processes in a time when redundancies are being made as a result of the economic climate. This efficiency work includes:

- ◇ Further improving the quality and distribution of reports for both users and managers, thus reducing the need for people to continually generate and circulate information
- ◇ Punch-out direct to supplier websites, thus reducing the overhead of maintaining products & prices
- ◇ Integration with new Debt Management software
- ◇ Integration of other data sources from a number of departments - this will reduce manual processing and bring all data into one system
- ◇ Introducing best practice Business Process enhancements - i.e. debtor e-billing, statements, barcodes
- ◇ Implementation of Fixed Assets

In addition to the above, options are being reviewed for the implementation of specific ABW functionality for schools across Tameside.

The WW team has worked closely and collaboratively with the Tameside project team, management and users to successfully deliver the project phases thus far.

“Agresso is doing exactly what it says on the tin. The Williams Woodward team have a good blend of knowledge and expertise and we would highly recommend them to any future customers.”

**Assistant Executive Director
Tameside MBC**



Implementing a business system or running an upgrade project is no mean feat; even with years of experience Project Managers and Consultants can still make mistakes. Hence we have developed a thorough and proactive methodology and approach carried out by experienced, personable and dedicated consultants and project managers.

Some useful ideas and information can be found in our Doable Project Management Handbook: Here are some excerpts....

Planning & Resourcing a project.....

A well scoped and defined plan will be crucial to project success, as will the approach taken when creating the plan.

The purpose of the plan is to map out and resource the key activities of the implementation project over an agreed timeline from start to end. A common planning tool used by project managers is MS Project.

When planning a new project it is very important to plan the whole project from the start even though in reality there may not be enough information at the start of the project to plan the latter parts in detail.

Project Phases.....

The phases involved in an implementation project (in addition to project management) can be summarised as follows. However, please note that training is an ongoing task which takes different forms through the implementation:

- ◇ Technical installation of system
- ◇ Business analysis & design
- ◇ High level overview training (capabilities of system)
- ◇ Solution set up
- ◇ Training of super users (detailed set up)
- ◇ Acceptance testing
- ◇ Training of core end users (how to use & break the system)
- ◇ Deployment
- ◇ Training of all end users (using the finished system)



Nurture - Managing your investment

Life does not end when you go live with an ERP system. Systems require on-going maintenance for many reasons: organisational or business change, regulatory changes, software upgrades or new release installations to name but a few. In addition all systems inevitably need troubleshooting when a problem occurs either resulting from configuration errors or underlying bugs in the application software.

Williams Woodward believes the correct approach, coupled with appropriate skilled staff are prominent factors in ensuring a successful and rewarding ABW system is maintained. It is very easy for systems to become static and out of touch with the needs of a changing organisation.

On the other hand, an up to date system will ensure longevity of investment and will improve performance throughout the business leading to a sustainable, financially stable and service led organisation. It can differentiate you from your competitors and impress staff, partners, customers and suppliers.

So what are the key ingredients for continual system improvement?

In our view it is understanding where business processes need to be improved and understanding the impact of any new process, ensuring the system provides accurate, pertinent, timely and complete information to those who need it, when they need it, wherever located.

Finally an understanding of the information requirements that will make a significant difference to your service quality and financial stability and then making sure this information is easily accessible to the business.

Organisations need to continually ask the questions:

- ◇ Are we getting the best from our system?
- ◇ How can we manage and support our application better?



Preparation - Preparing your Project Team

Successful projects are a direct result of excellent planning and a great team.....

Build the foundations for success with a structured approach to a new implementation project.

Develop an appreciation within the core team of the importance of a GOOD supplier relationship, a practical, structured approach and realistic planning.

Enable project managers and their teams to be proactive about the way in which they plan, develop, implement and manage throughout the project lifecycle.

How

A one day interactive workshop session with Project Sponsor, Project Manager and all team members.

When

Prior to the start of a new business system implementation to achieve maximum benefits.

Why

Doable Project Management lays firm foundations for a project by introducing a structured approach that allows stakeholders and project teams to focus upon what makes a project doable, such as:

- Board level sponsorship and support of the project
- A skilled and experienced team
- A well prepared project team in the primary stages
- Good team relations
- Excellent communications
- Good supplier relationship

Preparation
Preparing your project team



Team WW

Williams Woodward Limited is an established independent consultancy providing project management and consulting services. We specialise in the provision of project management and implementation solutions for business systems implementations and especially Agresso Business World.

We have supported many customers through small and large implementations and upgrades. We hold experience in all sectors; and as a smaller team we are able to share our experiences and ensure that all our customers benefit from this knowledge and there is no 're-inventing the wheel'.

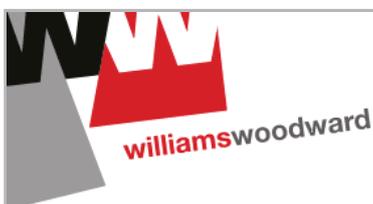


The best way to find out more about us is to ask our Customers.

Our Team:

- Andrea Williams
- Clive Woodward
- Jeremy Nordberg
- Angie Marlow
- Ashley May
- Claire Williams
- Damion Schumacher
- Ian Rigby
- Lindy Armiger
- Lisa Rigby
- Lorraine Martin
- Neil Bass
- Nicola Harrison
- Olu Gisanrin
- Paul Crusham
- Paul Foulds
- Trevor Scarborough

The core team is supported by a small number of trusted Associates.



"A consulting business attaining to the highest standards working openly and honestly"