

# Upgrade Services

## **Our Unit4 Business World Upgrade Services are all encompassing:**

All our upgrades will be 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 to 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
- Version 5.1 through to Business World ON! – all Upgrades
- Excellent product knowledge across the whole U4BW suite
- Excellent U4BW based technical skills

## **Maximising Business Benefits**

Whether in the private or public sector it is essential to gain maximum advantage from your business 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 at williamswoodward can work with you during and if needed after the upgrade process to assist you in gaining maximum advantage from your U4BW system.

The most successful U4BW 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

## **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.

## **Understanding scope and business benefits required**

Key to managing a successful upgrade 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.

## **Project Management Services**

Our project management services will provide the expertise that will help your project team cope with the demands of upgrading an U4BW system. We believe it is a more cost effective route to engage interim project management services offering extensive experience of implementing U4BW 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.

## **Implementation Services**

Our implementation services will provide the expertise that will help your project team cope with the demands of upgrading an U4BW system.

Our team of consultants have extensive experience of both new implementations of U4BW Business World and upgrading U4BW systems including 5.1 through to Business World On!.

We would always work closely with Unit4 consultants for specialised consultancy support and especially where there are customised elements involved in an upgrade to prevent any future support issues.

## **Post Implementation Support**

Our post implementation support service provides advice & guidance on how best to support your U4BW system and how to work with the U4BW customer support team in an effective way. We believe the correct approach, coupled with appropriate skilled staff are prominent factors in ensuring a successful and rewarding U4BW system is maintained. It is very easy for systems to remain static and out of touch with the needs of a changing organisation.

## **End User Training**

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

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

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