

Sunbridge Practise in Implementing AMS

To achieve this, we implement the following implementation plan and process as an Offsite Solution Centre:

Perform an in-depth, on-site assessment of the client's business and requirement.

Put together a detailed project plan outlining each of the steps necessary to take the project "live".

Organize a "kick-off" meeting to launch the project.

A client liaison is placed on-site to handle issues related to correspondence and other relevant matter. This liaison also scans relevant documentation to our operations team.

Sunbridge works closely with the client every step of the way to ensure that we truly operate as an extension of their business office.

We provide the client with our detailed operational reports on a monthly basis and schedule conference calls or meetings with the client on a regular basis to discuss our performance and determine if there is way to further improve services.

Our technical team operates the same way as functional .We talk to you to find out what you really need. We work with you from concept to implementation, and we tailor the technological tools you need to do the job.

Experience shows that a successful implementation is 50% due to selecting the right product and 50% is down to the implementation methodology process and the experience of the people who do it.

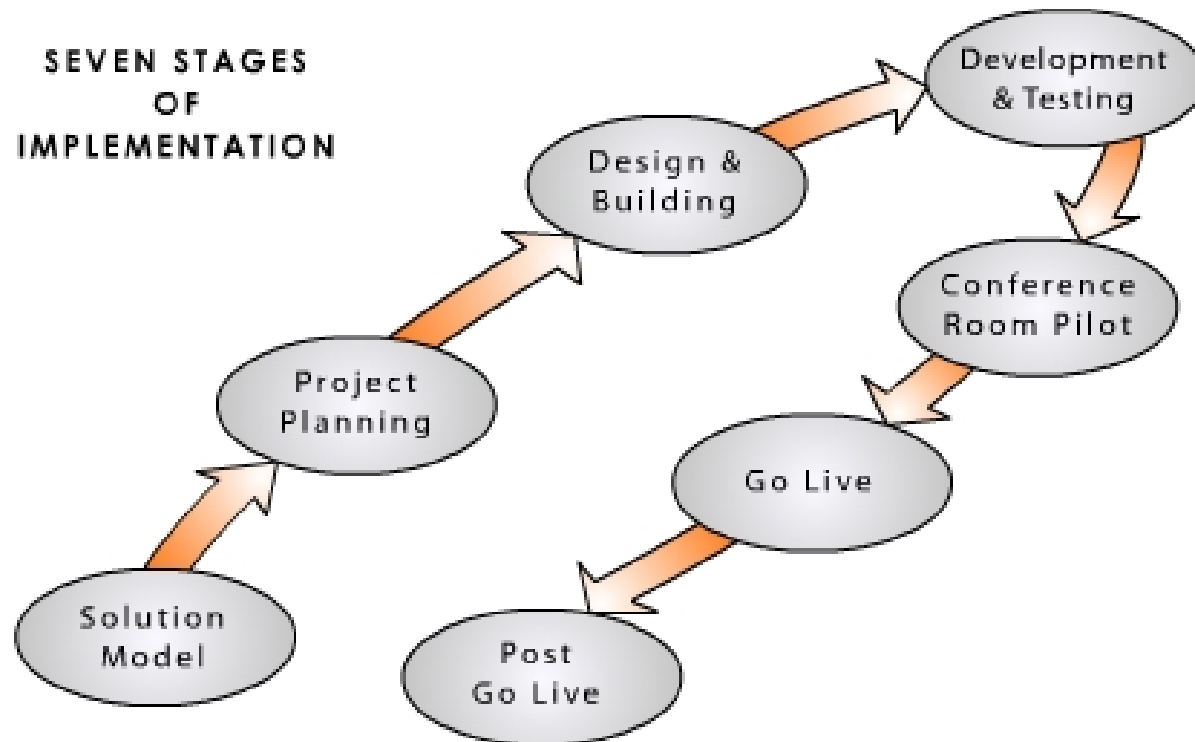
Implementing a new ERP system should consider three key points:

Minimizing the risk of implementation

Maximizing the Return on Investment

Going live on-time and to budget

The seven stage implementation methodology used helps to achieve these objectives.



Stage 1 - Solution Model

This is one of the critical stages - here the business blueprint is produced that defines what will be implemented, how it will work in detail and where the ROI will come from. Further details of this stage can be found here (requires Acrobat Reader)

Stage 2 - Project Planning

The business blueprint and project plan from Stage One is converted into a fully resourced and detailed project plan. The project plan is jointly signed off by the project team and key users.

Stage 3 - Design & Building

This is another critical stage. Here the blueprint is taken, a detailed process map of current business processes is developed and the TO BE model of how the system will work in the future is produced. This is signed off by the executive team.

Stage 4 - Development & Testing

Microsoft Navision is mapped onto the TO BE model and the new system is built using the standard software plus and configuration work that is required.

Stage 5 - Conference Room Pilot

Another critical stage. Here we are ensuring that the business is ready for the new system by running real-time simulations of the new system including 'what-ifs' in a controlled environment.

Stage 6 - Go-Live

Following the Conference Room Pilot and data cut-over, the Go-Live should be pain free, however the consultants are on-site to handle any issues that arise.

Stage 7 - Post Go-Live

Following go-live, the transition to maintenance and support mode should be fast. Support is provided by a dedicated Microsoft Navision helpdesk with telephone support, dial-in facility and on-site visits as required.

Implementation Time Line

The duration of the implementation time period will be provided after the first round of meeting and complete system study

Change Management

A change management framework will be put in place to manage the scope of the project. Any activity that will be outside the current understanding will be considered as a change in scope and will be managed by the set framework.

Issue Resolution Mechanism

A key element to successfully completing the project on time and budget is the extent to which we anticipate issues and resolve them effectively and expeditiously. Effective resolution of issues will be critical to both timely progress of the project and quality of the effort.

The approach to proactive issue resolution is to facilitate communications between the project team members comprising Eclipse and Implementation Team members. The critical issues will be logged and tracked with respect to resolution of the issues in monitoring progress by way of numbering each issue, logging and tracking and review at the monthly meetings.

A Project Steering Committee will also be formed to ensure timely and effective resolutions to issues arising out of the project. The steering committee will comprise members from client and Implementation Partner. The committee will meet periodically to review the health of the project.

Knowledge Transfer

The focus of the approach will be to initiate the knowledge transfer process from day one of the project and ensure that Eclipse team owns the project and can successfully operate the system after it goes live. The steps that would be followed include:

- Formation of a joint core team to assist Sunbridge Systems in the implementation
- Conduct Core Team Training
- Organize knowledge transfer workshops/training throughout the project life cycle
- Conduct End-user Training

The continuous knowledge transfer also includes training of the core team and end user during the various phases of the project. The core team training would be prior to the gap-fitment exercise and the end user training would be after the acceptance of the system.