



Agresso Implementation Methodology

Delivering true solution ownership for businesses living in change

Successful implementation of an Enterprise Resource Planning (ERP) solution is a comprehensive project that can have far-reaching effects across an organisation. How it will be handled and what it will deliver should be major points to consider when selecting your system provider.

What is AIM?

The Agresso Implementation Methodology (AIM) was developed for organisations that experience ongoing change, ensuring end users acquire all the knowledge and expertise necessary to assume full control and mastery of their solution. While all vendors promise to get you up and running based on the requirements at project inception, only AIM gives you the additional ability to respond to ongoing and future changes.

- **Delivering the solution you need** – AIM doesn't just respond to a rigid snapshot of your original requirements. We keep evolving your system design, with you, during implementation.
- **Embracing future change** – AIM is designed to recognise and cope with changing requirements during and after the implementation.
- **Putting you in control** – AIM delivers the solution you need at go-live and provides your team the knowledge to continually re-configure your system, to respond to evolving business requirements.

Our "In-House" Professional Services Team – delivering the Agresso Advantage

Agresso implements its own solutions, ensuring a number of important benefits for our customers:

- **Clear accountability** – there can be no finger-pointing. Since Agresso develops, implements and supports its own solutions, we are fully responsible for delivering on our promise.
- **The best understanding of our solutions** – Agresso hires and trains its own consultants, which means a consistently deep knowledge set and consulting expertise.
- **A cohesive team approach and quick resolutions** – since the entire team (from project managers to consultants to R&D programming staff) all work for Agresso, customers benefit from a single, consistent, combined response to resolve all obstacles quickly and effectively.

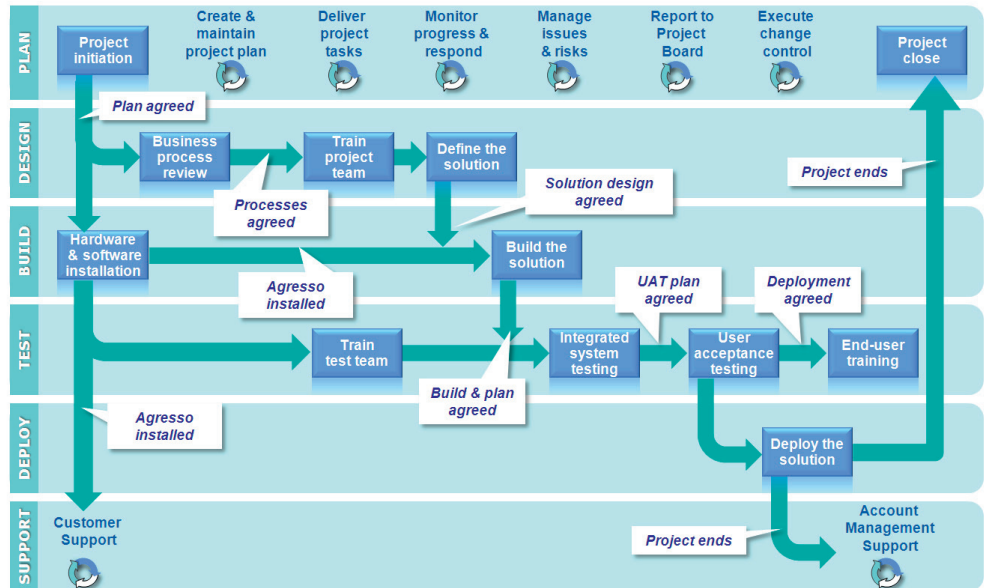
How is AIM different?

The table opposite outlines key phases in an ERP implementation project and how the Agresso AIM methodology differs from other vendors.

Phase	Agresso Implementation Methodology	Other Vendors
Solution definition	Customer users begin education on AGRESSO and actively participates in the definition of the AGRESSO solution. Customers assume early leadership for the project activities.	Vendor consultants design the intended build based on the functional definition of their product. Customers lack the product knowledge to participate in definition.
Super-User training	Occurs early and reinforces the knowledge and experience being acquired by the customer team.	Usually at a later stage, often before the user acceptance testing.
Build/configure	Natural "discovery" of requirements is allowed for. Less likelihood of costly rework after testing.	Heavy emphasis on collecting and documenting detailed requirements. Difficult to change direction if necessary.
Integrated system test	Customer's deep understanding of both business processes and AGRESSO enables more rigorous testing. Number and severity of issues are reduced resulting in a quicker test cycle.	Customer participation in the build process is limited. Additionally, the lack of deep expertise limits their contribution to key aspects of the final systems test. High-priority issues arise, leading to costly rework and slipped schedules.
Go-Live	Customer "super users" assume the lead role for go-live, after User Acceptance Testing. Highly successful and "stress-free" go-live event as a result of deep and continual customer involvement.	Vendor consultants perform go-live, after User Acceptance Testing, with customer taking a passive role. Unexpected errors are uncovered as a result of knowledge and communication gaps between vendor and customer.

What are the key phases?

AIM is a consistent implementation methodology that has been proven across thousands of Agresso customers worldwide. AIM is a complete life-cycle process, supported by strong project management controls to ensure successful delivery. These include a comprehensive range of template forms and checklists to ensure documentation is consistent and complete in every project, which ensures consistency and high quality for all Agresso implementations.



What does AIM deliver?

Tested and proven approach

AIM is agile and receptive to change, yet still a robust, rigorous process with the necessary gateway reviews and controls in place to keep projects on track. AIM is proven, with thousands of implementations worldwide. Unlike other vendors, these implementations have been delivered solely by Agresso and not a disparate mix of unassociated consulting organisations.

The knowledge transfer approach

The Agresso solution is designed for organisations facing constant change, which requires an implementation process that can enable this goal. AIM is unique in that it provides customers the understanding and ability to drive and participate in each stage, rather than just respond to the vendor's suggestions. The knowledge transfer approach is an organic process, allowing for adjustments to be identified and made as circumstances change.

Reduced project risk

Full customer participation, in the solution definition and design stages, greatly reduces project risk. The close collaboration

between the Agresso team and the customer means that problems are more easily identified and solved before they can impact project timelines and budgets.

Problem-free go-lives

AGRESSOgo-lives lack the panic situations typical of other implementation projects. With other vendors, handover of the solution does not occur until after go-live, which results in unexpected problems and shortcomings. With AIM, customers are fully versed in every aspect of their system and have received the training and guidance necessary to run the go-live themselves, with the full support of Agresso professionals. No surprises, no crises – go-live is just another day.

Reducing the total cost of change

Agresso solutions are designed with post-implementation change in mind, and the depth of knowledge transfer ensures that your team can take full ownership of the system to make ongoing system changes themselves. This alleviates customer dependence on Agresso or reliance on external IT resources – saving your organisation money far beyond the initial "total cost of ownership", by delivering an unbeatable "total cost of change".

Agresso Pty Limited (www.agresso.com.au) is a dynamic organisation providing innovative business information management solutions to leading organisations across Australia and New Zealand. Agresso provides, AGRESSO Business World (AGRESSO) for organisations that are people, project and service oriented. Over 2,900 private and public sector organisations, in over 100 countries, have deployed AGRESSO. AGRESSO's unique ability to change as new requirements appear, without incurring expensive programming costs, is its main competitive differentiator.

To request more information or to discuss your needs in detail, please contact us: sales@agresso.com.au or +61 2 8570 9000

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