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# ProcessPro

## Implementation Methodology:

*The Key to a Successful ERP Implementation*





A successful Enterprise Resource Planning (ERP) solution can grow your business's bottom line by increasing your company's revenues and improving your company's efficiencies. One of the most significant factors contributing to its success is the experience and support the vendor provides through its staff and implementation process. Because an ERP model is designed to integrate major business functions into one complete system, the transition can be complex. It is important to have a well laid out and proven plan to guide you through the implementation process.

## Technology Implementation Plan

In order to deliver a truly successful software implementation for each customer, ProcessPro maintains a staff of highly knowledgeable professionals in the process manufacturing industry. ProcessPro's staff have in-depth knowledge of regulated process manufacturing and exceptional project management skills in combination with our industry-leading ERP software allow us to deliver the best overall solutions in the market today.

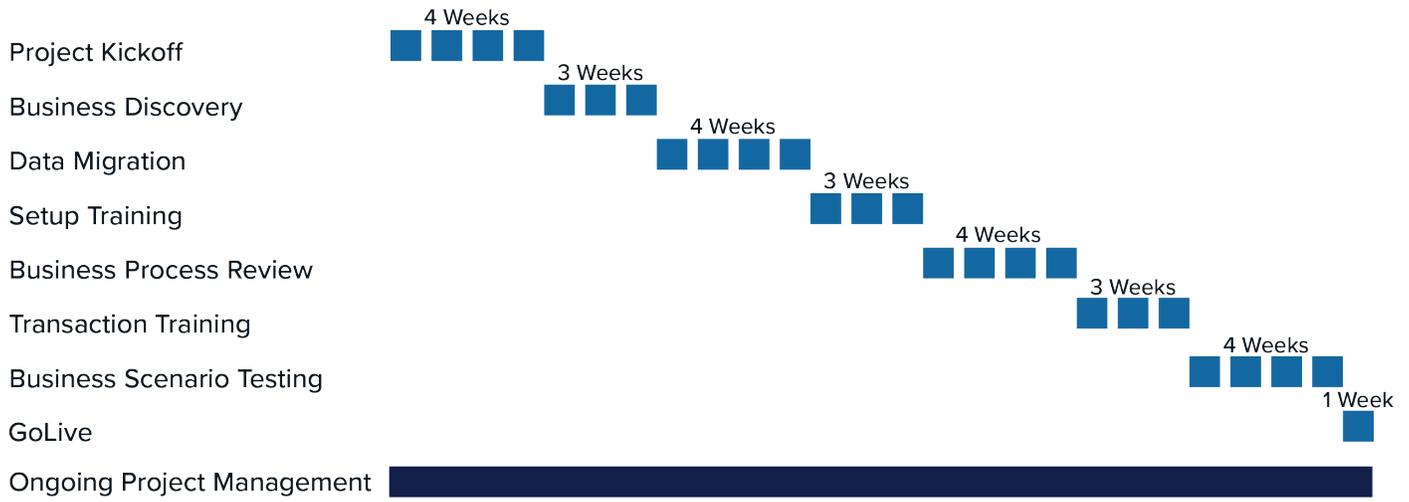
### Implementation Methodology

Our proven methodology has successfully delivered hundreds of high value projects to our customers. Projects can vary in length and complexity based on the unique requirements of individual businesses and projects, with most taking an average of six months. ProcessPro has developed a flexible yet disciplined approach, the Technology Implementation Plan (TIP), which is outlined below. We will guide you through planning, implementation and ongoing system utilization of your ERP software.





## TIP Stages & Phases



### Project Kick-off

The kick-off phase marks the beginning of the project, and includes outlining roles and responsibilities, defining a communication plan and identifying required hardware.

### Business Environment Analysis

A Business Environment Analysis is conducted to ensure that your unique business requirements and unique opportunities for improvement are identified.

### Business Process Review

A detailed review illustrates how your key business functions will work with our software, including data conversion and training plans.

### Data Conversion and Customization

When appropriate, data is converted from your existing systems, leveraging ProcessPro's data conversion tools and know-how. Unique changes to our software are identified and made.

### Training and Testing

Training sessions are performed during the process, including performing transactions in our new system. Converted data and unique configurations are fully tested.

### Go-Live and Post Go-Live Support

Once you are fully implemented and live, ProcessPro will assist you in any last minute training and adjustments, help you through your first month-end closes and transition your business to our support organization.



## Post Go-Live Utilization Assessment

We will return to your organization and conduct a complete analysis of post go-live utilization, and provide a comprehensive plan for ongoing utilization improvement.

- In a recent client survey, overall satisfaction with the services provided by ProcessPro rated 4.6 on a 5 point ERP software scale.
- 100% of the implementation plan is carried out directly by the experience staff at ProcessPro. ProcessPro does not outsource any of the TIP or implementation to third parties.
- The average ProcessPro ERP solution implementation takes 3-6 months. This is considerably shorter than the industry average.

## On-going Project Management

ProcessPro's customer support is driven from the philosophy that our business will grow and prosper only when our customers are satisfied and happy with our products and services. To help our customers achieve the best return on their software investment, we provide two options for support and maintenance.

**ProductAdvantage** - provides industry leading support and maintenance services from our expert customer support team, delivered in a personalized and friendly manner. You will have a dedicated Account Manager who will work with you through all aspects of the implementation process, and stay with you as your business transitions into post implementation support:

- Toll-free Help Desk support
- New software releases & updates
- Self-service Internet support
- Remote system access capability
- Reduced user conference fees
- User forum

**ClientAdvantage** - goes above and beyond the offerings of other software vendors' support and maintenance plans by delivering services that most software companies specifically exclude. ClientAdvantage includes the benefits of ProductAdvantage in addition to the following:

- Installation of updates and service packs
- System and network consulting
- Assistance with data recovery
- Web-based training

## Customized Support Options

Big enough to provide you the security of a well staffed organization, yet small enough to ensure that every customer's unique needs are met, ProcessPro will gladly tailor a support and maintenance plan that meets your business's unique needs.

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# ProcessPro

1.800.457.3548

[www.ProcessProERP.com](http://www.ProcessProERP.com)