Professional Quality Implementation Services

SunSystems

Powering Business Decisions

SunSystems PQIS
Professional Quality Implementation Services

With 22 offices spanning five continents and a reseller network covering over 70 countries, SunSystems business software and services are delivered to leading organizations worldwide.

18,000 customer sites in over 190 countries use SunSystems to manage their global and local business reporting and accounting requirements. With 30 language variants, local support and the unique flexibility to cope with changing business environments and regulations, SunSystems is the first choice for enterprises that need to combine tight financial control with flexible commercial processes.

Global service organization

In order to quickly enhance the financial operations and management capabilities of our customers, SunSystems software is implemented to provide the best return on investment possible. Our commitment is to deliver consistent, high quality service in the selection, implementation and support of SunSystems, and in the training of SunSystems users anywhere in the world.

Our services philosophy

As the authors of SunSystems, Systems Union is the center of excellence for all matters relating to its use. Our expertise ranges from consultancy on making the best use of our solution, through to the detailed know-how required to make the implementation a success. The identification of best practices, selection of appropriate technology, and fast implementation with well-trained staff, result in reduced risk, lower costs, and high user acceptance. This enables our customers to quickly increase their productivity and realize a fast return on investment.

We work closely with our partners and accredited service providers to share this wealth of knowledge and expertise, enabling them to deliver the same business advantage to their customers.

The best possible implementation is achieved by working in partnership with you, and by matching the quality of service delivered to your needs. We can act in an advisory role, or fully manage the project with our personnel delivering the complete solution.

The selection of SunSystems marks the start of an ongoing service relationship that ensures you will continue to gain maximum advantage from your investment in SunSystems…

Our service to you does not stop when the software implementation is complete, but is ongoing. To ensure that you derive the maximum business benefit from your investment, we have developed a standard worldwide range of Professional Quality Implementation Services, known as PQIS.

Professional Quality Implementation Services

PQIS has been designed so that we can work in partnership with you, ensuring your SunSystems implementations meet your business requirements quickly and effectively. It delivers all of the services you require through a lifetime's use of SunSystems and gives you a consistent, high level of service anywhere in the world.

The use of a standard approach, encompassing common project management tools and documentation, reduces risk of project failure through familiarity with the process and fast recognition of any potential problem areas. This can lower the overall cost, and also provide confidence in the implementation of a global solution.

The PQIS range of services includes a core SunSystems Implementation Service and a range of additional services that include:

➜ Solution Planning Study

➜ Site Audit

➜ Site Audit - Consolidation Option

➜ Upgrade Service

➜ Re-Implementation Service

PQIS - The Delivery

PQIS has been adopted by our offices worldwide, and by selected partners know as PQIS Accredited Service Providers. The aim is that wherever you are, no matter how large or small your project, you will receive consistent, appropriate high quality services.

In delivering the PQIS Services, we employ the highest caliber business analysts, project managers and product and technology consultants. Their experience enables thorough reviews, planning and proactive issue resolution to take place, resulting in fast implementation of the best overall solution. Skills are maintained through ongoing training and professional development to ensure the service is up to date with today's technologies and best business practice.

PQIS - common methodology

The PQIS methodology provides you with a standard, global process for installing SunSystems in any environment, in any country. Common methodologies and effective communication lead to smooth roll-outs, which reduce the costs involved in implementing new systems. The services are specifically designed to contain cycle times and costs, promising rapid implementation and a faster return on investment. Early system availability allows customers to benefit from improved productivity, leading to increased profitability.

The SunSystems Implementation Service

The foundation for the PQIS range of services is the SunSystems Implementation Service. This provides a project planning blueprint, designed specifically for SunSystems. Proven in implementations around the world, it will:

➜ Deliver the right solution on time, within budget and with minimum disruption to your business, regardless of the size or complexity of your project

➜ Analyze your business needs to identify requirements and design the most effective solution

➜ Use project management methods to minimize risk and provide control

➜ Allow you to control the implementation process and understand the direction of your project with the help of our consultants

➜ Optimize your investment in SunSystems

In order to ensure the success of each implementation, PQIS project management, employing proven tools and techniques, is included as a standard feature of the SunSystems Implementation Service.

The SunSystems Implementation Service has 10 Phases:

Phase 1 Project Initiation	The solid foundation for project success, the objectives, critical success factors, time scales and resources are agreed. A Terms of Reference document and Project Plan are produced, which incorporate training requirements. This enables your key staff to contribute effectively throughout the implementation process.
Phase 2 Software Installation	The hardware and operating system environment is prepared, SunSystems is installed, a development database is built, and systems administrators are trained.
Phase 3 Project Team Training	Decision makers and key users undergo SunSystems Product Overview training, enabling them to participate fully in the system design process.
Phase 4 Business Mapping and System Design	Our business analysts conduct a series of interviews and workshops to fully research your business needs. This knowledge is then mapped against SunSystems functionality and the best solution is detailed within a System Design Document. Typically, the project plan is revised at this stage to reflect the set up requirements that have been established during System Design.
Phase 5 System Build	The software is configured in accordance with the agreed System Design Document. Management reports, user procedures, tailored training material, data conversion plans and user acceptance test plans are developed in accordance with your instructions.
Phase 6 User Training	The training program, designed in Phase 1, is carried out and measured against the pre-agreed evaluation mechanisms to ensure your users can fully benefit from the new system.
Phase 7 Data Migration	Advice on the use of SunSystems import and export tools is provided, plus assistance in ensuring the success of the migration phase. Our guidance at this crucial stage ensures minimum disruption to your business as data is converted across from your existing system.
Phase 8 User Acceptance Testing	A jointly produced User Acceptance Test Plan is executed. The system is modified and the plan signed off before the system goes live.
Phase 9 Live Operation	The system is carefully monitored to ensure that it continues to meet your acceptance criteria in a live environment and in the day to day running of your business.
Phase 10 Post Implementation Review	At an agreed interval after the system has gone live, the review evaluates the success of the system in meeting your implementation objectives. Recommendations are made where appropriate, for the use of further features and training courses that will enable users to obtain additional benefit from SunSystems.

Industry experience shows that projects often fail due to inadequate planning, lack of control or competing priorities. Our established Project Management methodology, combined with the experience of its project managers in the implementation of SunSystems, ensures that SunSystems is delivered on time and within budget. Where possible, the aim is to leave your staff available for "business as usual" activity.

Our project managers are accountable for the project's overall success, and have responsibility for allocating and monitoring all required resources. They perform regular risk assessment practices and apply proactive techniques to ensure objectives are met. Rapid issue resolution and the reporting of accurate, timely and appropriate information to senior management enables the project to be kept on track.

The Process

Our project manager is responsible for managing the complete process through to post project review. The project manager will:

➜ Understand your business goals, underlining key objectives at every step of the project, ensuring that all decisions taken are relevant to your business as a whole

➜ Develop a project plan and orchestrate resource to best achieve project goals

➜ Perform risk analysis, identifying the critical success factors and implementing preventative measures and contingency plans to ensure the project is kept on track

➜ Report project progress with members of the project team and communicate performance to senior management

➜ Update the project plan regularly

➜ Review the project for new risks and make appropriate recommendations

➜ Provide hands on assistance when necessary, to keep the project moving ahead

➜ Measure the success of the project in meeting its key objectives and make modifications to the plan where necessary

To meet any requirement, SunSystems training is available in a range of formats - including standard classroom courses, specifically tailored education at your site, and computer-based training for use at your user's convenience.

A wide range of ongoing support services are available to you and your clients, ranging from the standard provision of a support hotline for application and technical issues, and delivery of regular Service Packs containing updated program releases, to more specialized offerings such as remote monitoring and onsite helpdesk support. Our International Support Center has also received certification to ISO 9001.

Multinational Projects

The international appeal of SunSystems, combined with our global reach has led to a growing demand for multinational implementations.
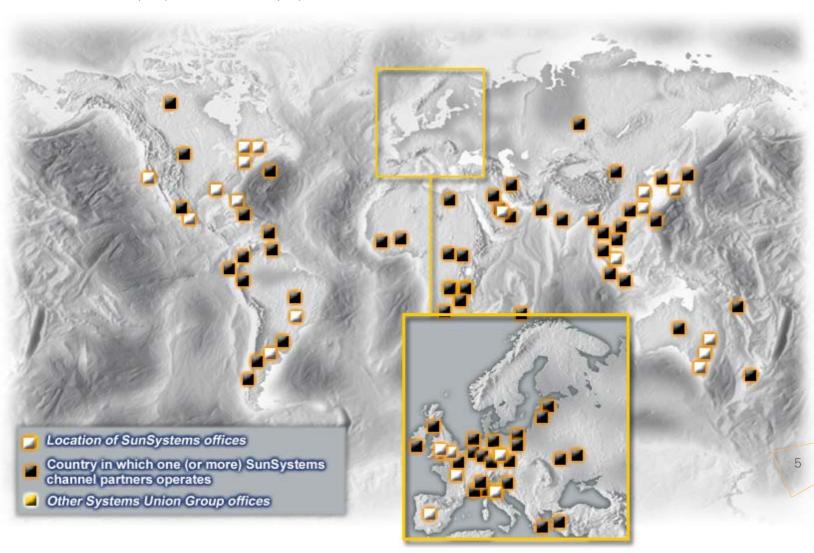
With both our own offices and our PQIS Accredited Service Providers worldwide, the international capability to deliver the unique PQIS methodology has allowed us to work closely with customers requiring complex implementations on a global scale. The use of a standard methodology to organize projects on a large scale reduces the risk involved, while also decreasing your costs. This has resulted in an international project approach, tailor-made for multinationals, which can deliver 10 to 50 sites in 9 to 18 months.

The basic tenet of the approach is to design a core implementation, following input from as many local operations as possible. Our consultants then review the consistency of operations, local statutory requirements, local practices, change control and user buy-in. A "thick" or "thin" core is developed, where organizations that are consistent globally can implement more of a standardized or "thick" core. This enables greater economies of scale and faster deployment. The "thin" core approach allows organizations to build in local requirements, without the expense of retrospectively changing the core system.

The experience of our consultants delivers real value in the roll-out phases of the project, allowing them to anticipate issues, analyze risks and build contingency plans. Multinationals can take advantage of a project that is achievable and profitable, with lower overall risk and real economies of scale.

This approach enables customers to move quickly, meeting requirements in the short- to medium-term, while obtaining a prompt return on investment.

- Location of SunSystems offices
- Country in which one (or more) SunSystems channel partners operates
- Other Systems Union Group offices

Service Product Offerings

Complementing the SunSystems Implementation Service, other approaches are available to address more complex solutions for new clients. These are also applicable to existing clients who wish to take advantage of either the latest technology or new versions of SunSystems.

Solution Planning Study

The Solution Planning Study is a service offered to prospective SunSystems clients (or existing clients facing organizational change) to help determine how your business requirements can be met by a system using SunSystems products. The service also helps to identify the best deployment for your organization, and how to address systems integration requirements.

Site Audit

The Site Audit service is offered to existing SunSystems clients to help determine whether the existing system best meets current and planned requirements.

It is also used to evaluate:

→ How your existing configuration can be improved to provide a better solution

→ Whether your current infrastructure can be improved upon

→ Whether current operating practices make best use of SunSystems functionality

Site Audit - Consolidation Option

The Consolidation Option of the Site Audit service focuses on the need to aggregate data from different business entities within a group of companies.

It is used to evaluate:

→ How utilities and mechanisms in SunSystems can be used to make consolidation easier

→ How your existing configuration can be improved to provide a better solution

→ Whether your current infrastructure can be improved upon

→ Whether current operating practices make best use of SunSystems functionality

Upgrade Service

The SunSystems Upgrade Service enables an efficient and effective implementation of application and technology upgrades, allowing you to take advantage of new SunSystems functionality. In addition, the service can help to minimize the risks arising from changes to key business systems, while maximizing the benefits of business change, through the use of SunSystems expertise.

Re-Implementation Service

For existing clients, the SunSystems Re-Implementation Service has been designed to ensure that SunSystems will meet any new business requirements, such as the introduction of new processes. The service thereby ensures you have a solution that will continue to deliver business benefits and return on your investment.
In addition, the service helps you to take advantage of new functionality and technical advancements delivered with SunSystems products, while also updating your systems to reflect changes in your technical environment.

For further information on SunSystems or our services offerings, please refer to the website at: www.sunsystems.com or contact your local SunSystems solution provider.

SunSystems
Implementation Service

Overview

The SunSystems Implementation Service has been designed to help maximize the return on investment of your purchase of SunSystems software. Using the skills and experience of SunSystems consultants, your organization can quickly achieve the solution that will best realize the business benefits identified during procurement.

The service helps you to:

- Analyze business needs, including integration requirements, to design the most effective solution
- Deliver the right solution on time, within budget and with minimal disruption to the business, regardless of the size and complexity of the project
- Minimize risk
- Provide control for all elements of the implementation project, worldwide
- Optimize the investment in SunSystems

Primary deliverables

Skilled SunSystems consultants carry out the Implementation Service in conjunction with your organization's staff, resulting in the following primary deliverables:

- Flexible terms of reference and a project plan to ensure a solid foundation for project success within an agreed framework
- Analysis of key business processes that impact on the SunSystems solution*
- System design and build documentation, using a modular approach that best fits the requirements of each client
- Integration with associated systems in the most effective way
- Delivery to agreed acceptance criteria
- Advice on where additional system improvements are possible

Approach

The Implementation Service is designed to be modular, providing the flexibility to meet a wide range of requirements. The precise deployment of each phase will depend on your particular requirements, but will generally follow this pattern:

Project initiation

- Contractual arrangements
- Confirmation of client requirements
- Initiation meeting
- Initial agreement on deployment – requirement for prototyping, core design, regional rollout, etc
- Terms of reference and acceptance plan
- Initial project plan

While the Implementation Service provides a phase for business requirements analysis, much of this will already have been covered if a Solution Planning Study has been completed, thereby reducing the time required for implementation.

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SunSystems
Implementation Service

Review stage

➔ SunSystems management overview training, delivered to decision-makers and key users with project roles

➔ Business process mapping to confirm detailed transaction work-flow and transaction-recording requirements

➔ A series of interviews and workshops held with key personnel, in order to identify your business requirements with respect to:

- Technology
- Structure
- Operational processing
- Integration with other systems
- Reporting and analytics
- User procedures
- Training

➔ Your needs are mapped against SunSystems functionality and the best solution is reviewed with you and documented for acceptance

➔ Prototypes may be built for functionality, integration and performance benchmarking, as required

Delivery stage

➔ Technology installation

➔ Installation of hardware, operating systems, databases, etc

➔ Installation of SunSystems software

➔ Documentation of delivered configuration

➔ Systems administrator training

Deployment

➔ Configuration of core build

➔ Rollout and localization

➔ Integration with other business systems

➔ End user training

➔ Data migration

➔ Acceptance testing

➔ System handover

Conclusion

➔ End-to-end acceptance testing

➔ Ongoing monitoring of system (to ensure it continues to meet the acceptance criteria within live operation)

➔ Post implementation review

- Review of the system to evaluate the success in meeting your implementation objectives
- Recommendations for future systems development

Methodology

All Implementation Services are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

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SunSystems
Solution Planning Study

Overview

The Solution Planning Study (SPS) is a service offered to prospective SunSystems clients (or existing clients facing organizational change) to help determine how your business requirements can be met by a system using SunSystems products.

The service also helps to identify the best deployment for your organization, and how to address systems integration requirements.

Primary deliverable

Senior SunSystems consultants carry out the SPS in conjunction with your organization's staff. The primary deliverable is a Solution Planning Study Report that will:

- Summarize your key business requirements to be met by a SunSystems Solution

- Outline the recommend solution, including a technical specification

- Outline the optimum process necessary to achieve your objectives

- Outline the principal build and configuration tasks that need to be undertaken

- Outline the recommended approach to integration

- Present a detailed estimate of the services work required to achieve the solution

While the SPS will not provide a full systems design, it will cover the basis necessary to build a SunSystems project, and can be expected to reduce the time required in subsequent design and build work.

Suitability

The SPS service is appropriate for prospective SunSystems users that meet one or more of the following criteria:

- Need to clarify the best approach to the project, especially with regard to issues such as:
  - System design
    - Appropriate for the organization, in respect of both installation and longer-term management
    - Centralized or distributed
  - Implications of a core design and rollout
  - Phasing the project
  - Migrating data from existing systems
  - Integrating financial and order fulfilment software with external systems
  - Managing a business systems project

- Need for expert advice on technology issues relating to the use of SunSystems

- Concern over the ability of SunSystems to provide all the functionality required

Scope

The work carried out during an SPS may comprise all or some of the following elements, depending on your specific needs:

- Review of business requirements

- Technology study

- Integration study

- Assessment of functionality required

- Review of reporting requirements

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SunSystems
Solution Planning Study

The SPS may cover one, or more than one of the SunSystems products. An SPS will not extend to detailed design work, major prototyping or system testing.

Approach

An SPS will generally be run as follows – the weighting given to each element and the sequence in which they are carried out may vary from client to client.

SPS initiation

→ Initial statement of your requirements

→ Initiation meeting

→ Terms of reference

Analysis stage

This includes workshops and meetings with your organization's staff, to cover all stated requirements. This phase may lead by agreement to a redefinition of requirements.

Delivery stage

→ Draft report. This states how each of your requirements would best be met in a SunSystems project. Any exceptions are listed and recommendations made for proceeding

→ Report review and acceptance

Conclusion

→ Review meeting or meetings to discuss recommendations and agree the way forward

→ Follow-up action as required

Methodology

All Solution Planning Studies are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

SunSystems
Powering Business Decisions

SunSystems
Site Audit

Overview

The Site Audit service is offered to existing SunSystems clients to help determine whether the existing system best meets current and planned requirements.

It is also used to evaluate:

- How your existing configuration can be improved to provide a better solution

- Whether your current infrastructure can be improved upon

- Whether current operating practices make best use of SunSystems functionality

Primary deliverable

Senior SunSystems consultants carry out the Site Audit in conjunction with your organization's staff. The primary deliverable is a Site Audit Report that will:

- Summarize the business requirements that have given rise to the report

- Present our recommended solution to meet the requirements

- Offer additional advice for areas where the consultant has identified that improvements may be possible

Suitability

The Site Audit service is appropriate for your organization if you have one or more of the following criteria:

- A range of operating problems and inconsistencies

- Need to activate additional functions in your software

- An older version of SunSystems

- Installation on ISAM or BTRIEVE platforms

- Need to move to euro accounting

- Requirement to replace UVM with 4.2.6 functionality

- Interest in acquiring additional modules

Scope

The work carried out during a Site Audit may comprise one or more of the following elements, depending on your specific requirements:

- Application audit

- Technology audit

- Reporting requirements review

- Integration requirements review

Approach

A Site Audit will generally be run as follows – the weighting given to each element and the sequence in which they are carried out may vary from client to client.

Audit initiation

- Statement of your issues

- Initiation meeting

- Terms of reference

Analysis stage

- Workshops and meetings with your organization's staff, to cover all issues and to ascertain solutions

- Time on systems to investigate practical issues

Delivery stage

- Draft report with recommendations

- Report review and acceptance

Conclusion

- Review meeting to discuss recommendations and agree the way forward

- Follow-up action as required

Methodology

All Site Audits are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

SunSystems
Powering Business Decisions

SunSystems
Site Audit – Consolidation Option

Overview

The Site Audit service is offered to existing SunSystems clients to help determine whether the existing system best meets current and planned requirements. The Consolidation Option of this service focuses on the need to aggregate data from different business entities within a group of companies.

It is used to evaluate:

- How utilities and mechanisms in SunSystems can be used to make consolidation easier

- How your existing configuration can be improved to provide a better solution

- Whether your current infrastructure can be improved upon

- Whether current operating practices make best use of SunSystems functionality

Primary deliverable

Senior SunSystems consultants carry out the service in conjunction with your organization's staff, in order to determine potential ways to simplify the consolidation process. The primary deliverable is a Site Audit Report that will:

- Summarize the consolidation requirements that have given rise to the report

- Present our recommended solution to meet the requirements

- Offer additional advice for areas where the consultant has identified potential for improvement

Suitability

The Consolidation Option of the Site Audit service is appropriate for your organization if you have one or more of the following criteria:

- Multiple companies / entities in different regions using the same business model, requiring consolidation of different currencies

- Need to accurately aggregate financial information for month-end reporting

- Use of multiple spreadsheets requiring data to be re-keyed

Scope

The work carried out during a Site Audit (Consolidation Option) may comprise one or more of the following elements, depending on your specific requirements:

- Reporting requirements review

- Integration requirements review

Approach

A Site Audit will generally be run as follows - the weighting given to each element and the sequence in which they are carried out may vary from client to client.

Audit initiation

- Statement of your issues

- Initiation meeting

- Terms of reference

Analysis stage

- Workshops and meetings with your organization's staff, to cover all issues and to ascertain solutions

- Time on systems to investigate practical issues

Delivery stage

- Draft report with recommendations

- Report review and acceptance

Conclusion

- Review meeting to discuss recommendations and agree the way forward

- Follow-up action as required

Methodology

All Site Audits are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

SunSystems
Powering Business Decisions

SunSystems
Upgrade Service

Overview

The Upgrade Service is available to existing SunSystems clients. It enables an efficient and effective implementation of application and technology upgrades, allowing you to take advantage of new SunSystems functionality.

In addition, the service can help to minimize the risks arising from changes to key business systems, while maximizing the benefits of business change through the use of SunSystems expertise.

Primary deliverables

Skilled SunSystems consultants carry out the Upgrade Service in conjunction with your organization's staff.
The primary deliverables are:

➜ Review of requirements for the upgrade

➜ An upgrade plan detailing the work necessary to meet these requirements

➜ Delivery, including installation of new software on the required platform, migration of data from the old version, implementation of any necessary changes to the configuration, acceptance testing and user training, all in accordance with the agreed plan

If you are considering a more fundamental review of your SunSystems implementation, we recommend that you take advantage of our Site Audit service.

Suitability

The Upgrade Service is appropriate for existing SunSystems clients who meet one or more of the following criteria:

➜ Requirement to move to a later version of SunSystems products, to benefit from ongoing development of technology, functionality and performance

➜ Need to take advantage of specific features available within a new version of SunSystems

➜ Requirement to change the technology platform

➜ Need a fully euro-compliant implementation

Approach

The Upgrade Service is scalable so that it can meet the needs of all clients. The way in which the components described here are used is agreed with you during the initiation phase.

Upgrade initiation

➜ Initial statement of requirements

➜ Initiation meeting

➜ Terms of reference

Analysis stage

➜ Technology requirements review

- Review of current system, (including SunSystems modules and versions, associated software, operating systems, databases, hardware, interfaces, etc) against the defined requirement

➜ Application requirements review

- Review of current implementation against the defined requirement, including all SunSystems modules with any associated software

- Review of integration aspects, including impact of the upgrade on existing interfaces

Upgrade Plan, to include:

➜ Technology Upgrade, specifying:

- Recommended system definition, with full details of all changes to existing configuration

- Recommended upgrade procedure, including data migration

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SunSystems
Upgrade Service

➔ Application Upgrade, specifying:

- Configuration work necessitated by the upgrade
- Any additional configuration work required
- Integration work, including changes to interfaces
- Acceptance test plan, including identification of key processes
- Client training in the upgraded system

Delivery stage

➔ Technology

- Implementation of new operating systems, databases, etc
- Installation of new SunSystems software
- Migration of data from former system
- Documentation of new installation
- Systems administration training

➔ Application work

- Amend configuration of SunSystems and associated software as agreed
- Amend interfaces as agreed

➔ Acceptance testing

- Review of migrated data to prove validity of migration
- Test agreed key processes to prove functionality

➔ End-user training

- Deliver end-user training in new features

Conclusion

➔ Post upgrade review

- Review of upgrade service
- Recommendations for future development

Methodology

All Upgrade Services are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

SunSystems
Powering Business Decisions

SunSystems
Re-Implementation Service

Overview

The needs of your organization may have changed since first installing SunSystems. This can result in the introduction of new processes and changes to existing ones, which will impact the implementation of your business systems.

For existing clients, the SunSystems Re-Implementation Service has been designed to ensure that SunSystems will meet these new requirements, resulting in a solution that will deliver greater business benefit and maximize the return on investment.

In addition, the service helps you to take advantage of new functionality and technical advancements delivered with SunSystems products, while also updating your systems to reflect changes in your technical environment.

Primary deliverables

Skilled SunSystems consultants carry out the Re-Implementation Service in conjunction with your organization's staff, resulting in the following primary deliverables:

- Flexible terms of reference and project plan to ensure a solid foundation for project success within an agreed framework

- Analysis of all changes in business processes that need to be reflected in the SunSystems solution

- Review and re-definition of all systems integration requirements

- Redefinition of the system design and build documentation to match the identified changes

- Delivery to agreed acceptance criteria

Suitability

The Re-Implementation Service is appropriate for existing SunSystems users that meet one or more of the following criteria:

- Organizational change, such as acquisitions and mergers, that necessitate substantial changes to the business processing

- Requirement to re-engineer the business systems, including major changes to underlying data structures

- Requirement to implement major new SunSystems modules, such as Order Fulfilment

- Need to redefine systems in order to take advantage of new technology, including developments in analytics and reporting

- Requirement to introduce more advanced integration with external systems

If you are unsure of how SunSystems can meet your full requirements, consider taking a Solution Planning Study to determine the most appropriate solution and deployment.

Approach

The Re-Implementation Service uses a modular approach, to provide the flexibility to meet a wide range of requirements. The precise deployment of each phase will depend on your particular requirements, but will generally follow this pattern:

Project initiation

- Contractual arrangements

- Confirmation of key client requirements

- Initiation meeting

- Terms of reference and acceptance plan

- Initial project plan

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SunSystems
Re-Implementation Service

Review stage

→ A series of interviews and workshops held to identify changes to your business requirements with respect to:

- Technology
- Structure
- Operational processing
- Integration with other systems
- Reporting and analytics
- User procedures
- Training

→ Your needs are mapped against the existing implementation and the full set of SunSystems functions, and the best solution is discussed and documented for acceptance

→ Your global organization is considered and the most effective means to rollout the new design is planned

Delivery stage (depending on agreed changes and rollout method)

→ Technology installation

- Installation of new hardware, operating systems, databases, etc., as required
- Installation of new SunSystems software, as required
- Documentation of the new configuration
- Systems administrator training, where necessary

→ Deployment

- Configuration of build
- Rollout and localization
- Integration with other business systems
- End user training
- Data migration
- Acceptance testing
- System handover

Conclusion

→ End-to-end acceptance testing

→ Ongoing monitoring of system (to ensure it continues to meet the acceptance criteria within live operation)

→ Post-implementation review

- Review of the system to evaluate the success in meeting your re-implementation objectives
- Recommendations for future systems development

Methodology

All Implementation Services are delivered under the SunSystems PQIS methodology, which ensures that the service is delivered with maximum efficiency and minimum risk.

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