

AGRESSO Implementation Methodology

AGRESSO Implementation Methodology (AIM) was originally developed based on at that time current implementation models applied in all Agresso subsidiaries. Our objective was to introduce a worldwide standard AGRESSO Implementation Project Model.

Based on our product extensions, as well as recent implementation experiences and best practices, AIM is continually upgraded and updated and is used in all implementation projects with the objective of providing our consultants and thereby our customer with a framework by which they can implement AGRESSO as a tool to fulfil or exceed customer expectations.

In a changing business environment, the customer will need to be able to monitor key performance indicators. In order to support this when implementing the system, key people in every part of the business should be asked what key information they need in order to achieve high business performance. In this way, implementation of AGRESSO has a prime objective of supporting the customer business objectives. We call that Vision Management.

Taking advantage of AGRESSO's analytical abilities, your organisation will be able to achieve a competitive advantage through change and development. AIM will support you through those changes, with clear documentation at every step of the way.

AIM will be applied during Project planning, following up on Milestones and all the way through to the customer's approval and close of the implementation project. In order to reach this ultimate target, focus should be placed on each phase of AIM.

One objective in providing this methodology is to ensure that the customer understands the steps they will need to take to implement AGRESSO, together with the resources they will need to put into the project to ensure its success.

Another key objective in AGRESSO implementation projects is "Skills Transfer" to the customer's organisation. Success is achieved by:

- Both Project Managers and Implementation Teams understanding the customer's current situation and giving advice on what financial management information is needed.
- Training and organising the project in such a way that the customer is able to do most of the implementation himself.

AIM with all its related documents and templates now are available for the Agresso project teams in an electronic process map version.

Implementation responsibilities

Ultimately, implementation remains the customer's responsibility and it is the customer who determines when AGRESSO goes live. However, Agresso implements systems at a large number of customers each year, so the customer must always get quality guidance and feedback from our Project Team to ensure that the project meets the schedule and expectations.

Agresso provides a range of training, consultancy and installation services to assist the customer in this process.

Vision Management

Vision Management is about how to manage changes in customer business environment. The AGRESSO solution should support the required challenges a customer face and easily adapt to changes.

The design goals of conventional systems can be outlined as follows:

1. Most are designed to manage processes.
2. They are designed to provide some level of management information.
3. Most are best suited to either a mature stable kind of environment or to simple businesses.

When we carefully analyse the design of conventional systems, virtually all impose an analysis structure across the whole business, which is very rigid. All analysis requirements have to be set up initially with the structure imposed - leading to sub optimal use of the system and extreme difficulties to change.

To make all information easily accessible, AGRESSO have fully integrated facilities for analysis and reporting on these data, as well as dissemination of this information across the web. In addition to this, the whole structure from the top to the bottom can be changed very rapidly.

This is an uncompromising approach to building a system to cope with issues facing a dynamic organisation.

The Methodology

AIM covers the entire implementation life-cycle from system selection through to sign-off. It encompasses all activities that

may take place throughout the life of an implementation process as:

- **HW & SW Installation**
- **Customer Training**
- **Business Analysis and Design**
- **The AGRESSO Solution Set up**
- **Validation and Testing of AGRESSO Solution**

By using a methodology that is employed consistently worldwide, Agresso customers can be assured of a common approach to implementation wherever they are based. AIM is supported by a comprehensive range of template forms and checklists to ensure project documentation is consistent and complete in every project and to ensure adherence to the same high standards around the world.

Businesses in Change

When defining the business requirements, it is important to accommodate for the fact that the business environment is not static and that changes is part of the organisational life and the business cycles.

Whenever you learn something new about the organisation, generally you want more information or detail. One example is investigating where the business is making most profit. Here we may have to start collecting new information about costs, such as cost of delivery.

The AGRESSO solution must be able to adopt new measures to existing analysis.

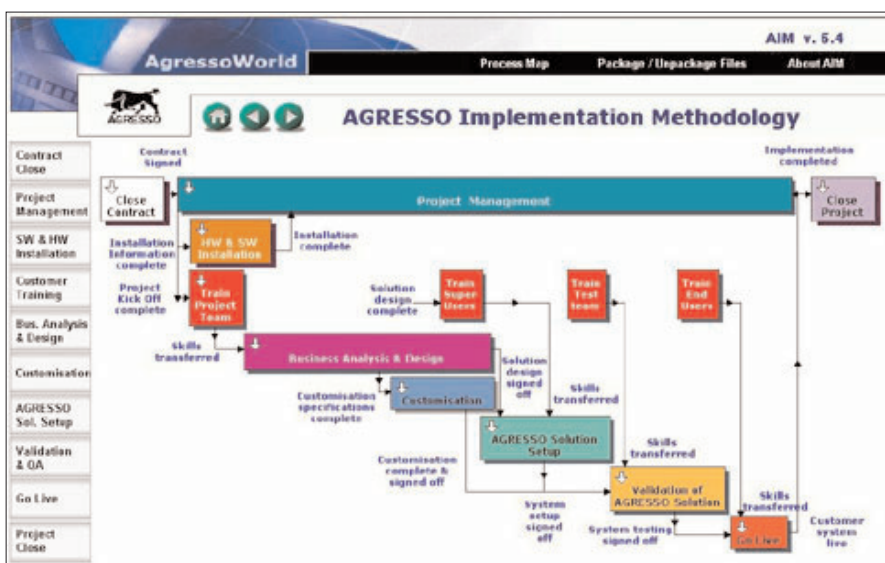
The Agresso Approach

In order to set up AGRESSO to the best benefit to the customer business and most efficiently, Agresso personnel will work together with the customer to understand their business requirements, and help them define the appropriate structure to meet their financial and management reporting requirements. Once set up correctly, these concepts ensure that the correct data is recorded on each financial transaction to allow easy analysis of the data.

Hence the most important phase is **Business Analysis and Design**. In this phase the customer business requirements and business processes are defined and documented.

The second most important phase is User Training. The objective of the User Training is to enable the customer's Implementation Team to carry out the design and implementation of AGRESSO with consultancy support from the Agresso Project Team.

Enhancing our professionalism in guiding customer implementations of AGRESSO is one of our key success factors. Sharing and enhancing a common methodology and experience is the base for such success!



Agresso Ltd. UK
 Phone: +44 1275 377 200
 Fax: +44 1275 377 201
 sales.support@agresso.co.uk

Agresso AS, Norway
 Phone: +47 22 58 85 00
 Fax: +47 22 95 21 50
 marketing.no@agresso.com

Agresso SA, France
 Phone: +33 1418 72 699
 Fax: +33 1418 72 699
 communication/fr@agresso.no

Agresso Benelux, Houten
 Phone: +31 (0)30 638 71 87
 Fax: +31 (0)30 635 07 04
 sales@agresso.nl

Agresso R&D AS
 Phone: +47 22 58 85 00
 Fax: +47 22 95 21 50
 marketing@agresso.com

Agresso AB, Sweden
 Phone: +46 8553 3100
 Fax: +46 8553 3101
 marknad.se@agresso.se

Agresso GmbH, Germany
 Phone: +49 (0) 89 323 6300
 Fax: +49 (0) 89 323 63099
 marketing.de@agresso.de

Agresso Benelux, Antwerpen
 Phone: +32 (0)3 232 40 22
 Fax: +32 (0)3 232 38 23
 sales@agressobenelux.be

