intact | E³
Deployment Method

E²MPOWER

E²mpower
Optimisation Phase

Empowering your team to
maximise the functionality
of Intact iQ

Intact E³ Deployment Method

The Intact E³ Deployment Method represents Intact's approach to ERP service delivery. It necessitates 3 phases.

Operational Phase

Our project management team will implement your Intact iQ software and facilitate a successful Go Live ensuring your system is fully functional and business operations are not disrupted.

Optimisation Phase

As you transition to the optimisation team you and your employees will be empowered to fully maximise the functionality of the Intact iQ system over the course of the next 6-12 months.

Customer Success Phase

Here you will have access to a range of resources and expertise to ensure you can seamlessly and robustly manage, evolve and scale your Intact iQ system in line with business needs and ambitions.

The objective of the Intact E³ Deployment Method is to deliver rapid value, successful go lives, optimized business operations, and a future-ready platform for life-long enhancements.

E³LEVATE

Customer Success Phase

Support
- SLAs
- Updates
- New Features

Training & Resources
- Training
- Online Learning Hub
- Customer Events
- Ideation Forum

Mini Projects
- Account Management
- New Modules & Functionality
- Business Process Improvements

High Performance Team.

Focused on continuous improvements.

E²MPOWER

Optimisation Phase

- Ongoing assistance & onboarding for system processes & reports
- Stock Replenishment & Controls
- Report Automation
- Control Desks, Dashboards & Analytics
- Workflow Queries
- User Interface Optimisation & Personalisation
- Elevated Support Status
- Live System Training
- Dedicated Point of Contact
- Hypercare Assistance
- Update Management

Empowered Team.

Embracing System Scope.

E¹XECUTE

Operational Phase

- Data Migration
- Business Process Review
- System Design
- Pilot Testing
- User Acceptance Training
- Go Live
- Go Live first time assistance
- Go Live bugs & issue resolution

System Go Live.

Business operations are not disrupted.

Focus on functional use of the system.

From Go Live to Go Forth

Go-Live is an important milestone in your ERP implementation journey. Getting you operational, configured and running smoothly on your new system is the priority for the operational 'go-live' phase of your ERP implementation journey. But it's a misnomer to believe it's the end of your ERP project.

You want to ensure your staff feel confident and comfortable working with your new ERP solution and are maximising the functionality it offers. To facilitate this objective providing high-quality, proactive post go-live assistance is crucial to the overall success of your ERP project. It will ensure your organisation reaps the benefits of the ERP solution quicker. It also reduces the learning curve for your employees; a key factor to consider to facilitate change acceptance.

Maximise Your ERP Investment

In the industry, it's standard practice to competitively quote ERP project times and costs that will get you operational at go-live. However, the ambitions for your software, highlighted during the selection phase, will include numerous 'nice-to-haves' that will fall outside Go-Live operational scope. But it's these features and functions that will move you beyond replacing a legacy software system to delivering a better version of your business.

"Post go-live optimization is a phase that should be included in your ERP project plan and is often overlooked."

Panorama Consulting, Global ERP Consulting Firm

ERP Proposals with 2-week post go-live 'hyper-care' add-ons are simply not enough to get your ERP system operating at its best. Ask anyone who has just gone through an ERP implementation, and they will concur. A period of unrest and frustration often ensues post Go-Live. This is a well documented occurrence in the field of ERP research and a key driver of ERP failures. And it makes sense. Think of any piece of technology you've invested in… it's only when you start actually using it that you uncover what you don't know or how you want to optimise its use.

That's why your post go-live phase is so critical. It's also why Intact take a different, proactive, transparent approach to the ERP industry standard.

"Well-run ERP projects have a carefully selected implementation approach and go live date to minimize business disruption. ERP leaders should adopt three best practices to plan a managed business ramp-down and ramp-up, a "hypercare" phase, and finally a period of stabilization."

Gartner
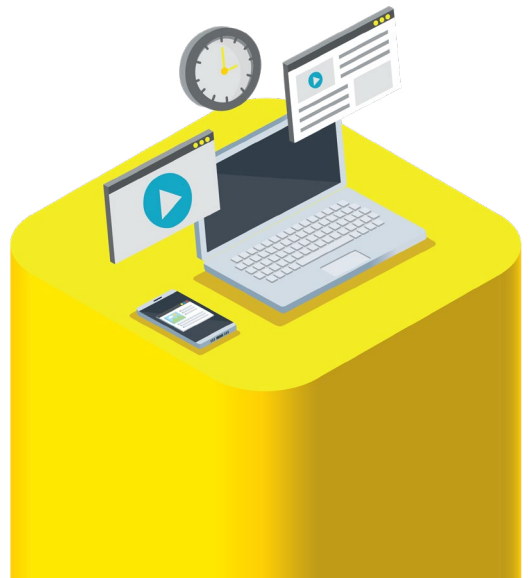
Intact Optimisation Phase

At Intact we adopt a unique approach.

We recommend a planned, phased approach to your ERP implementation known as E³. Our three-phase approach to ERP implementation minimises both risk and expense and maximises ROI and adoption. Implementing the highest priority capabilities first in the E¹xecute 'Go Live' phase allows you to get up and running fast on your new ERP system. When your system is live, you transition to the E²mpower phase where we focus on working with your team to optimise your Intact iQ solution. We ensure your employees are comfortable and fully adopt the software so it becomes the integrated part of your business that it should be and you are maximising its potential. At this point you then transition to the E³levate phase where our customer success office introduce you to our support and account management function.

The Business Benefits

Improves ERP ROI lead time

Increases Employee Confidence

System Benefits Materialise Faster

**Increases Self-Sufficiency**

Assists Change Management

Empowered Team

Important – This phasing approach also makes sense for your employees. The Go-Live is a key milestone with the team focused on ensuring business operations are not impacted during the cutover. Diverting your teams attention away from this crucial task to focus on optimising the solution simply isn't realistic. What's more in our experience it's only when our customers have some experience using the system in their live environment that they can then recognise areas to be optimised or training they require to become system proficient.

Intact Optimisation
What you can expect
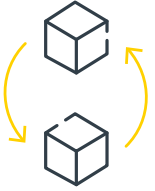
Seamless Transition

You will be introduced to the Optimisation team 1 month prior to your system Go Live date to ensure our Optimisation consultants are fully up to speed on your implementation, thus far. From the day of Go Live your Optimisation service commences, however your Optimisation team has ongoing access to your Go-Live consultant to manage the period of stabilisation that occurs during the first 4-6 weeks post Go-Live.

Dedicated Team

You will have access to a dedicated project manager and Optimisation team of subject-matter experts. They will work with your team remotely to provide issue resolution, consultancy, and training support.

Regular Cadence

All of your Optimisation schedules, deliverables and queries will be housed in a dedicated portal on Teamwork. In addition you will meet with the Optimisation team on a weekly basis to discuss outstanding queries and plan ahead.

Defined Customer Focused Deliverables Schedule

In the next section of this brochure, we outline the activities, training and deliverables that will be provided during the Optimisation phase. Your Optimisation project manager will align these to a schedule that accommodates your needs and requirements.

Pro & Reactive Service

Proactive assistance, training and expertise will be provided to ensure your team are fully embracing the functionality of your new ERP system by the time you exit the Optimisation phase. The proactive schedule of activities will begin approx. 4-6 weeks after your system Go-Live date. During the initial post Go-Live period we focus on stabilising operations providing rapid, **reactive** responses to your queries. Your Optimisation team will be on hand to provide you with the hyper-care assistance you need during this time.

Duration

Optimisation is delivered as a 6 month or 12 month service offering and is priced accordingly. You only transition to our Customer Success Office when you approve that all optimisation deliverables are in-situ.
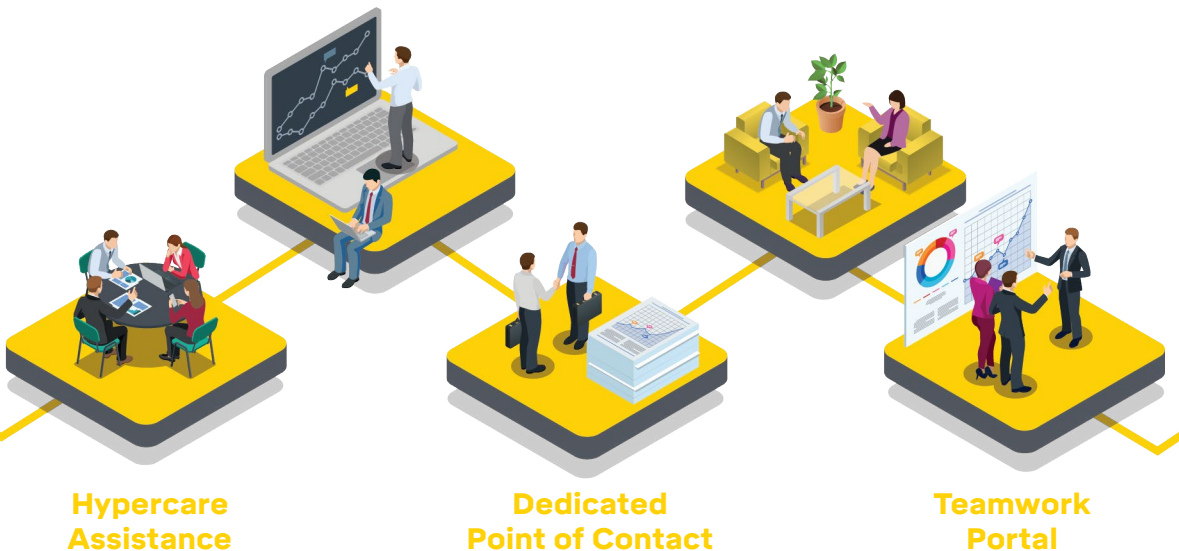
Optimisation
Service Overview

Stage 1 - Stabilisation

One **month prior to go live** the Optimisation team engage with you and your implementation team to ensure a smooth transition from Go-Live to the Optimisation phase. From the date of Go-Live your Optimisation team will step in to provide **hypercare** assistance. You will continue to use the Teamwork portal with all Go-Live queries/issues logged on one board receiving rapid attention from the Optimisation team. **Weekly meetings** will be scheduled to communicate progress and plan upcoming tasks and milestones.

In addition to this hypercare assistance the team will work with you and the Intact implementation team to close out any **remaining project deliverables.** This period of stablisation takes places over **4-6 weeks.**

Closure of Operational Phase Tasks

Weekly Meetings

Hypercare Assistance

Dedicated Point of Contact

Teamwork Portal

Stage 2 - Routine Optimisation

Post Go-Live there are numerous routines you will have been trained to do pre-Go-Live but now as you and your team look to carry out these routines as part of your day job it's natural to seek out refresher training and upskilling. It's human nature; it's only when theory becomes practice that intricate questions related to how you operate come to light and we are ready to assist and guide your team during this phase.

Executing these routines on your live system will be **proactively** done in line with your schedule and most importantly in unison with your Optimisation Team until your employees can **execute these routines seamlessly and optimally.**

Over the course of 2-5 months we will ensure your team can proficiently run the following routines:

- Stock Takes
- Month End
- Returns Management
- Price List Imports
- Product Imports
- Security Policy Amendments
- User Management
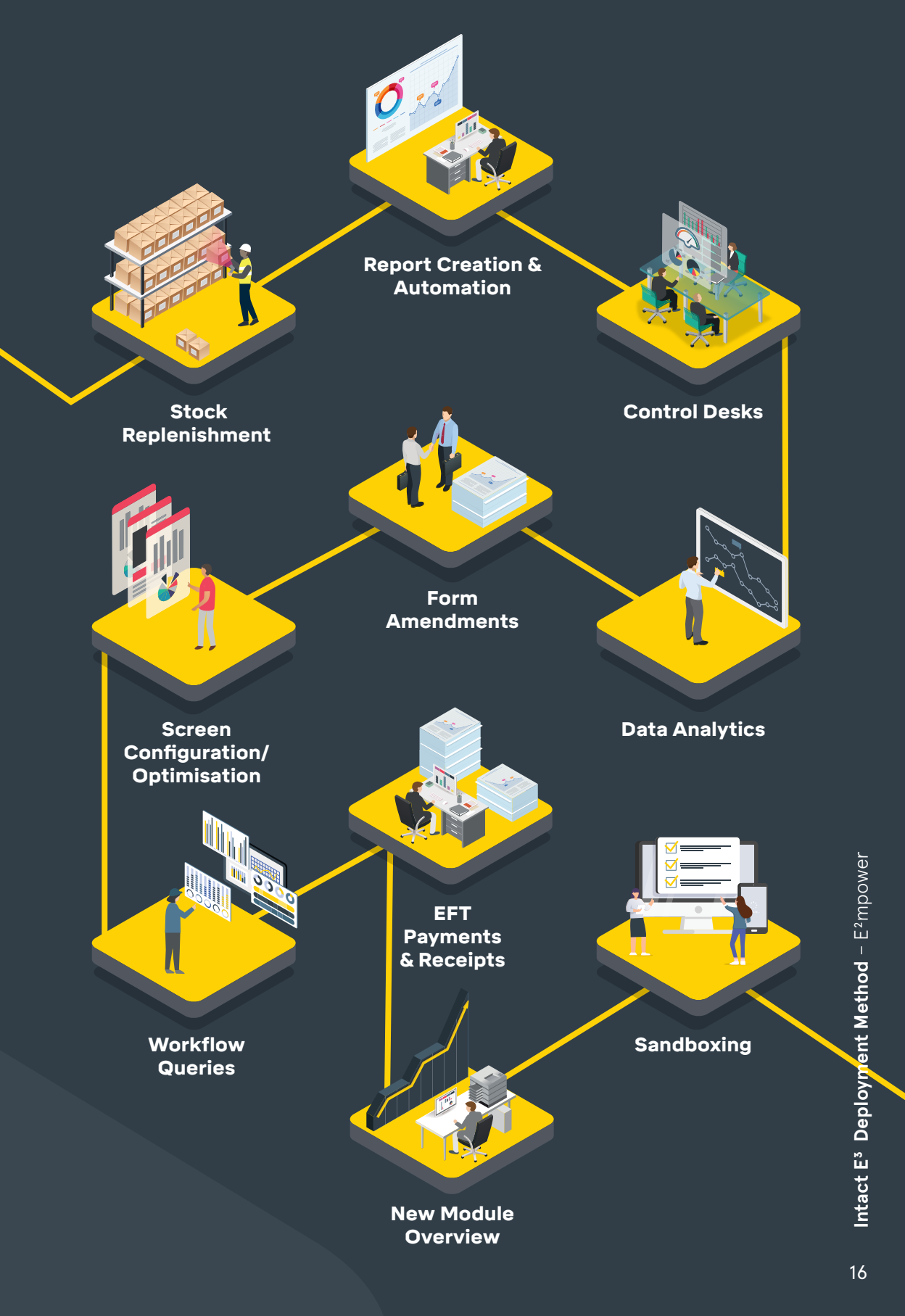- Version Update Management
- System Back Up Training for Year End

Month End

Stock Takes

Returns
Management

Product
Imports

Security Policy
Amendments

Price List
Imports

System Back
Up Training
for Year End

User
Management

Version Update
Management

Stage 3 - Process Optimisaiton

Here we'll work with your team to review those functions and features that lay outside the operational focus of getting your system live. At Go-Live you and your team don't have time to fully explore areas like **workflow queries, automation, analytics, etc.** but when you are up and running and successfully using the system that's when the powerful and transformative benefits that Intact iQ offers can be implemented to maximum effect. And more importantly, it's only at that time that your team will be ready to embrace them. The pressure of Go-Live is now over and they can look to see how they can **optimise their roles and your business using the Intact iQ solution;** all guided by the expertise of our Optimisation consultants.

We'll commit to ensuring your team maximise their use of the following functions and features in Intact iQ over a 3-6 month period:

- Stock Replenishment
- Report Creation & Automation
- Control Desks
- Data Analytics
- Form Amendments
- Screen Configuration/Optimisation
- Workflow Queries
- EFT Payments & Receipts
- New Module Overview

Report Creation & Automation

Stock Replenishment

Control Desks

Form Amendments

Screen Configuration/ Optimisation

Data Analytics

EFT Payments & Receipts

Workflow Queries

Sandboxing

New Module Overview

Intact E³ Deployment Method – E²mpower

End Result -

Empowered Team, Embracing System Scope

The Optimisation Team will outline the aforementioned deliverables in a Gantt chart housed on your **Teamwork portal.** It will be aligned to your priorities and resource availability and the schedule will be manged during weekly meetings.

Any training sessions provided will be on your company data and will be securely recorded and made available for you to download and store to create your own **bespoke Intact training library.** In addition, you will have access to additional **exclusive learning content** on our iQ Hub.

This service operates over a **minimum period of 6 months, and a maximum of 12 months**. This is to ensure the vast set of deliverables can be scheduled in a manner that enables your System Owner and end users to leave the Optimisation phase knowing they can not only proficiently use the software but also maximise its capabilities both now, and in the future. It will no doubt **lower the total cost of ownership** over the lifetime of your investment as your team will have the knowledge to self-serve many of your ongoing system requirements, instead of constantly relying on the ERP vendor.

With the Optimisation phase complete the use of Intact iQ is now part of everyday operations. There is no longer emphasis on using the system, it is simply used. At this point your **System Owner** will approve that the Optimisation agreed deliverables have been attained. **Your team will then transition to our Customer Success Office.**

A Note on Hypercare!!

Hypercare support for a period of time post your system Go-Live date is normally included on ERP proposals. **Intact Optimisation is not Hypercare. Hypercare accounts for quite a small percentage of overall Optimisation outputs.** Indeed, hypercare applies throughout the period of optimisation. We will ensure your support queries (classified as break-fix issues) receive priority attention; all managed by the Intact Optimisation Team. We'll get your tickets resolved promptly and if any delays are incurred, we'll be in constant proactive contact to keep you in the loop and provide solutions. We will also push out any updates with you during the period taking you through the update testing protocols hand-in-hand.

"An extended period of post Go-Live assistance is an important recommendation that can overcome critical challenges in ERP implementations."

Menon, 2016

Get in Contact

To find out more about how Intact partner with customers to optimise their software solution contact us here at

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