Most Valued Business Partner

How does Solutions360 accomplish this?

SOLUTIONS360
www.solutions360.com

Most Valued Business Partner
Overall Approach

One of the most valuable things we bring to the table is our in depth understanding of our customers' businesses and industry best practices. Not only do we understand their business, we actually have over a decade of experience designing and implementing best practices and the software to support and leverage those best practices under our belts. Whereas most competitors often need to be tutored on how a customer's business works and are left to try to figure out the nuances of the work flow throughout the organization.

Throughout the engagement with a customer; from initial sales, to the implementation through to the on-going support, our questioning is related more to the “why” of what they have done in the past, with a focus on checking the fit for best practices, rather than documenting and replicating the how. This is a huge difference in the outcome for a customer, in that it goes way beyond the typical expectation for a software acquisition.

Most Valued Business Partner
Pre-implementation

1. The very first thing we do - early in the prospective customer's buying process - is determine whether or not we are the best partner to help your company overcome the business problems that are hindering and/or limiting your growth.
2. If at any point in the buying cycle it becomes clear that we are not the best fit, we'll share our findings with you i.e. the functionality and integration requirements your company needs from a business management software package, in order to enable growth and increase efficiencies. This way, you can vet out alternative options.
3. We will walk through your entire business process (from estimating a project to receiving money owed on an invoice) with you to confirm our understanding of how your business operates and to flush out all of the steps and their interdependencies.
4. After we walk through your business process, we then work with you to do our utmost best to ensure that we uncover your company's root cause issues; we ask a lot of questions and at times we may challenge your answers to make sure that we are hitting bedrock on the issues and not just perceived or surface problems.
5. As we walk you through the Q360 software and how it works, we keep your problems top of mind and take the time to ensure that you have a firm understanding of how the software will support your current business processes, while enabling you to eliminate many of the steps that involve manual intervention.

Most Valued Business Partner
Implementation

1. The implementation phase begins with a formal hand off meeting between the sales team and the operations team that will be responsible for the delivery of the software. This meeting focuses on what was learned during the sales process regarding the goals of the company and any notes on how the software should be configured to support these goals. i.e. margin erosion, underutilization of staff, cash flow issues, forecast dependability, contract entitlement issues, inventory efficiency…

2. The first item the delivery team works on is helping you organize your data. Typically there is a large degree of clean up that needs to take place in order to bring all your disparate data into a single database. Initial orientation training takes place online with video training and courses. Power-user training includes walking through all the processes with your own data in place within Q360 so any perceived workflow issues are easily identified

3. One of the most valuable stages of the implementation is the business analysis that takes place at your company's office or site. This phase takes place over several days and involves our Business Analyst sitting down with each of your subject matter experts to discuss the key processes within their respective departments.

   Sample questions:

   1. *What are your departmental challenges?*
   2. *What can be improved, in order to better support the business objectives and how?*

   These conversations very quickly move away from the paradigm of constraints framed in from existing systems and process constrictions, to one that blue sky's into, "What information do you need to run your department or perform your job better?". Due to the focus our team has on the Professional Services vertical market, there is a huge amount of value we bring to the table - to prompt creative thinking - and the final result is typically a large degree of alignment on how the software should function right out of the box.

4. During the business analysis phase, key personnel are trained on key concepts around project management, job costing and managerial financial reporting. Quite often, staff in the PMO are not accustomed to having accurate real-time financial metrics at their fingertips to manage a job from start to finish. Once they gain access to these metrics, a whole new world will open up to them and they will need a solid understanding of these fundamental concepts in order to take advantage of this new information.

5. What becomes clear through this process, is that the people at Solutions360 have a genuine interest in your business outcomes and client experiences. We take ownership for the results, which helps us lay a strong foundation for a trusting relationship with you. Solutions360 thinks of their clients as long term partners!

6. Best practices are further entrenched through a wide array of training videos and procedural documentation for initial and on-boarding training.

7. The final stages of implementation include having a strong Solutions360 on site presence for the go live event, to answer the under-pressure questions and to walk you through your first month end to ensure that all processes result in accurate, timely financial statements.

Implementation Methodology

Q360™ implementation is an iterative process. The key activities revolve around business analysis, data analysis, system review, and training. The analysis activities are reviewed in between training and review stages to incorporate new findings.

Implementation Methodology

Q360

Business Analysis

The first stage of any implementation is the business analysis. This takes the form of a 2 to 5 day customer visit during which key individuals in all departments are interviewed. A key part of this process will involve the subject matter experts at the customer site walking through existing processes with the business analyst. Existing forms, including financial reports, orders, invoices etc. will be gathered as well.

Data Analysis

In parallel with the business analysis, initial data extracts from existing systems will be assessed. In our experience, gathering and cleansing data from legacy systems is the most time consuming part of any implementation. The sooner this can be started, the better.

Executive Overview Training

During the implementation process, customer executives will be asked to make decisions on processes. The executive overview training provides the executive team context and background to help understand the impact of those decisions.

Data Prototyping

Once the initial load sheets or import files are prepared, the data is loaded in a Q360 database to start modeling. Data integrity tests are run to make sure links and balances are in place correctly. There are many iterations of this step. During each run, scripts are created with any data clean up required, to make sure the process can be easily and consistently repeated.

Statement of Work

Once the business analysis is completed, the first draft of the SOW is prepared. The SOW details the deliverables and addresses how any gaps found during analysis will be handled.

Subject Matter Expert Review

Once a reasonable first cut of data is available, review sessions are set up with the subject matter experts. This review serves two purposes; to review the standard Q360 processes and look for gaps not found in analysis, and to review the quality of the first pass of data conversion.

Business Analysis / Data Analysis

After the subject matter expert review is completed, the business analysis is reviewed for any new gaps or data issues that may have been uncovered.

End User Training

Training is provided to end users, normally divided into sessions for each functional role. This session also allows all users to review new processes, and since training is conducted using the customer's converted data, it allows the final review of data quality.

Business Analysis / Data Analysis

Any gaps or issues discovered during end user training are addressed during the gap between final end user training and go live.

Go Live

Go live is a hard cut over. At this point data and processes have been validated and initial training is complete. A key component of go live is on site support during the first week to help users adjust to new processes.

Month End

The month end is managed as a training process to assist accounting staff in understanding the closing process. This may be an on-site session.

SOLUTIONS360
www.solutions360.com

Most Valued Business Partner Post-implementation

1. Equally as important is the transition you will go through - from being coached by the delivery team to partnering with the customer care and support group on an ongoing basis.
2. There is typically a month after going live where the Business Analyst supports you as you walk through various processes - culminating with a successful first month end.
3. At that point they are formally introduced to the Director of Support and their team and given all the details on how support will be provided, so expectations are clear and satisfactory.

Most Valued Business Partner Contact us for a demo at 800.450.7748

SOLUTIONS360
www.solutions360.com