



## Implementation approach



*"We question assumptions, find insight by going deep, and act as a catalyst to transformation by bringing together the right processes, technology and capabilities so our clients can execute on their strategic plans successfully and realise their full potential."*

## Why choose Priority One?

We are all about listening, understanding, and responding to your business needs. Done right, an ERP solution transforms the way you do business, helping you get the most value from your people and assets, and can propel you toward your organizational goals. We do not see a client engagement as a one-off project. We are intentional, work hard to be a trusted partner, and strive to be an integral part of the growth of our clients' business.

## Dynamics Business Central



Business Central is Microsoft's Cloud ERP (Enterprise Resource Planning) offering for small to medium sized businesses. It is the evolution of the globally renowned Microsoft Dynamics NAV solution with over one million users from more than 100,000 companies across 40 countries worldwide. Microsoft Dynamics 365 Business Central is a proven, comprehensive, all-in-one business management solution. The core functionality includes financials, supply chain management and deep manufacturing capability in a cloud platform. This business solution platform extends to include business intelligence, collaboration and communication tools that streamline and improve business process for small to medium sized businesses. Its ability to simplify, adapt and integrate with a wide range of business solutions such as Microsoft 365 and numerous 3rd party extensions makes the transition to Business Central an easier journey when compared to most ERP systems.



## Our software solution

We aim to design a solution that will not only meet your current requirements but will provide you with a platform for future growth. Our solution will be centred on Microsoft Dynamics 365 Business Central (Business Central), a multi-language, multi-currency business management solution that helps small and mid-size companies worldwide manage their accounting and finances, supply chain, and operations.

# We follow a project methodology of Discover, Design, Develop and Deploy.

## Discover



During the Discovery stage, our business consultants will work with you and your team to gain an understanding of your business processes, solution requirements, as well as organisational objectives and strategies. The output of the discovery exercise is a document outlining your business requirements, the project scope (including areas requiring further investigation), the stages of the project and the agreed deliverables.

The discovery stage allows us to refine our estimated pricing and resourcing for both the software and implementation services to successfully deliver a solution.

### On completion of the Discovery stage you can expect the following:

- Fit/gap analysis report of the proposed software platform/tool
- A project plan to implement a solution
- A project budget including:
  - Recommended licensing for optimal utilisation of modules and users
  - Implementation activities including stages, deliverables, duration, and costs
- Documentation covering the methodology we will follow throughout the project. This includes such things as managing scope, organizational change management, resources, communication management, and risk management
- Data conversion requirements (i.e. getting your existing data into the new solution)
- The User Acceptance Testing (UAT) process
- Staff training requirements
- Documented deliverables and acceptance criteria throughout the project at the various stages

**The remaining project stages will differ dependent on the scope of the project, but at a high level they are as follows:**

### **Design**



During the design stage we work with you to define the optimal system configuration, design interfaces, logic, and integrations for the customisation requirements identified during Discovery. We work with your team to design good business processes around the technology changes. An important consideration during this stage is the impact of the changes in process and technology on your people, and we work with you to develop a change plan that will minimize disruption, maximize user adoption, and optimize the effectiveness of the new solution.

### **Develop**



This is the stage where we will build and configure the application, develop interfaces, code logic and integrations, and test the solution. Although this stage is largely technical, there is constant feedback with the client to ensure we are developing the right stuff!

### **Deploy**



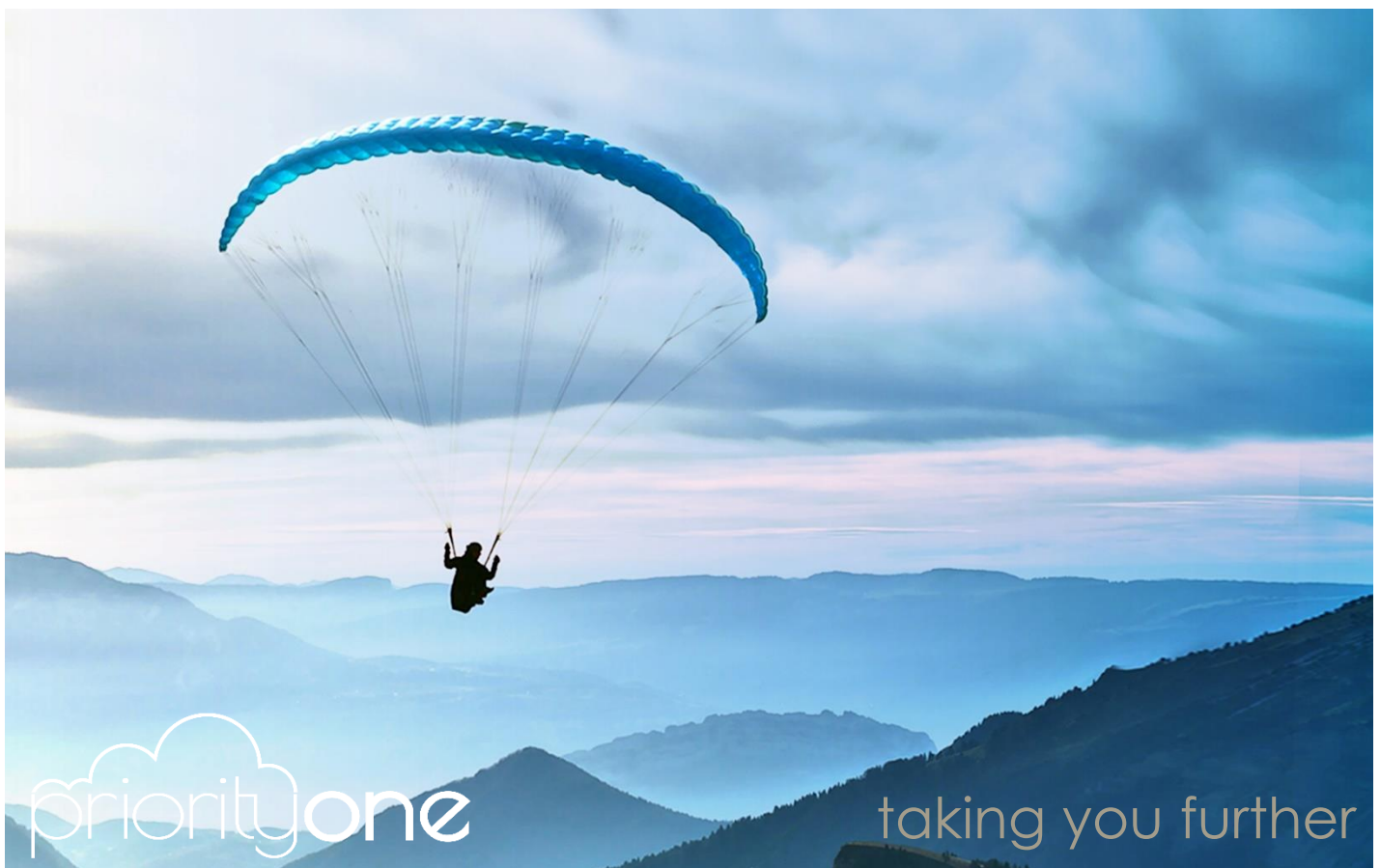
During deployment, we migrate your legacy data to the new solution, train your workers, and work with you to test that the application is fit for purpose and your workers are comfortable with the new processes. Once you "Go live", we support you and regularly review your solution to ensure you are getting the best from your investment.



## Post Implementation Support

Priority One provides the full range of post-implementation support services to ensure minimal disruption to the users and systems. As each business is unique, so is the requirement for post implementation services.

At the appropriate time, a Service Level Agreement for such services can be drawn up and agreed upon by both parties to ensure smooth running of the system.



*Our clients are mid-sized organisations seeking to use technology to transform and grow their businesses. Through our extensive experience and modern cloud technologies built on a Microsoft platform, we design and implement cost-effective, cloud-enabled, business management, automation, ERP and data analysis solutions.*

*An ERP system is the technological hub for your organisation. Done right, it can transform the way you do business, helping you get the most value out of your people, resources, and assets. It makes sense to work with a partner who not only knows the technical potential of the Microsoft cloud platforms but one who also understands the complexities of business operations and how the right system can best support it.*