



## 9-Step Microsoft Dynamics Implementation Plan: Start to Success

The following is a summary of our process approach to managing your project:

### 1. Business Review

The Sikich team, led by your dedicated Account Executive, will talk with you and your staff to learn about your high priority business issues and current IT resources and assets and listen to your concerns. We will confirm your business requirements and concerns and assess the cause of recurring issues and identify specific opportunities for improvement.

### 2. Solution Presentation

We will present to you our recommended business solution. Our proposal will outline investment, project timeline, and implementation process.

### 3. Contract Acceptance

Upon contract acceptance, your dedicated Project Manager will begin work on your project.

### 4. Diagnostic Needs Analysis

The Diagnostic Needs Analysis document is a comprehensive project plan including a list of Microsoft Dynamics modules, a list of modifications, a training plan, a data conversion plan, a detailed budget, a summary budget, and a time line for the project.

### 5. Network Assessment

We will provide a comprehensive network assessment of your current IT infrastructure to effectively determine the best way to address any gaps and concerns that occur to ensure that your information systems and business needs match.

### 6. Installation, Data Conversion and Testing

Here we will install or upgrade your Microsoft Dynamics solution. This installation will incorporate the latest version with the latest service packs. In this step we will convert all of your existing data into the new system. The data will then be moved to a test database for use in testing the system.

### 7. Training and Customer Care

After the implementation is complete, we will train your key users on the new system. Getting users comfortable with the new system is key in a successful implementation. By the time the system is live, we want your users to feel at ease using the new system.

### 8. Go Live

Once the system goes live Sikich consultants will be on-site to help ensure a smooth transition to the new business system.

### 9. Post-Implementation Support

When we implement a new business system, we follow it up with training, support and on-going education programs. We value a truly interactive, ongoing relationship with our clients and strive to help them get the maximum value out of their systems. Our post-implementation programs include seminars, training sessions, and users group meetings. We also have a dedicated support center that can be reached during business hours Monday-Friday at 877-Sikich1.

*Sikich is a mature organization with a seasoned staff of talented consultants. All team members have been trained and certified and are committed to delivering business solutions on time and on budget.*