

SOFTWARE IMPLEMENTATION

Software implementation can be a daunting task, no matter the size of the organization or the complexity of the software. BKD Technologies, a division of **BKD, LLP**, helps businesses gain a competitive business advantage with information technology solutions. Our software implementation professionals can help guide your implementation in a professional, cost-effective manner.

OUR PROCESS

BKD has adopted standardized software implementation procedures as part of its ongoing commitment to customer service and quality. Our OnTrack methodology is based on best practices, incorporating BKD standard quality control procedures for project management.

The methodology includes multiple project phases. (See graphic at bottom of page.)

PHASE ONE // PROJECT INITIATION

The object of this phase is to lay the groundwork for your implementation. A project manager is assigned, an estimated turnover is calculated and a project file is opened.

PHASE TWO // PROOF OF CONCEPT

This phase builds upon the initiation by organizing the proof of concept (POC), laying out the business requirements and establishing the technical environment. Implementation professionals dive into the needs of your organization, developing a strategy to help you meet your needs.

PHASE THREE // PROJECT DEFINITION

In this phase, the project is initiated. Work and supporting plans are developed and requirements and scope are refined. Once final development is complete, the plan will be submitted for your approval.

PHASE FOUR // ANALYSIS & DESIGN

At this point, the product is configured and customized to meet the needs of your organization. The functional area leader receives training, while implementation is tested and enhanced. Minor changes are made as needed and data is prepared and converted to the new system.

PHASE FIVE // ACCEPTANCE TESTING & TRAINING

The acceptance test is planned and organized after proper configuration is complete. Testing and training is conducted for all end users and procedural documentation is created. Once acceptance of the system is confirmed, the final stages of the implementation begin.

PHASE SIX // CUTOVER TO PRODUCTION

In this phase, the conversion process of production files takes place. Depending on the number of files being converted, this process can take some time. Once your system is integrated, the implementation process is complete.

PHASE SEVEN // POST IMPLEMENTATION & CLOSING

After implementation, BKD professionals will go over final issues you may face with the implementation to work toward a smooth transition. Your company will be enrolled in ongoing support to get the most out of your software system. The project is then turned over to the relationship manager, who will conduct performance evaluations and an exit interview and prepare a closing letter. At the end of this phase, full integration of your company to the new software system is complete.



HOW CAN BKD HELP ME?

If your business is experiencing inventory or shipping problems, struggling with redundant data entry or dealing with the issues that come with outgrowing your existing business solution, now is the time to make a change.

SERVICES

Here are a few of the services BKD can offer your organization.

HOSTED SOLUTIONS // Also known as Software as a Service (SaaS), cloud computing or outsourced computing, a hosted service allows your company to access software and store information off site using a vendor to host your applications.

WHY BKD?

BKD, LLP, a national CPA and advisory firm, helps people and businesses realize their goals. Our dedicated professionals offer solutions for clients in all 50 states and internationally. BKD and its subsidiaries offer clients a variety of services, and we combine the insight and ideas of multiple disciplines to provide solutions in a wide range of industries.

SOFTWARE SELECTION PROJECT MANAGEMENT // Our five-phase software selection approach allows us to assist you in identifying, evaluating and selecting packaged software alternatives that best suits your needs.

STRATEGIC TECHNOLOGY PLANNING // If you have questions about the effectiveness of your organization's technology, BKD Technologies can help you find the answers with the following IT solutions that can help you improve your business processes and define your competitive edge:

SOFTWARE SUPPORT // You can receive secure, remote screen-sharing help that allows you to view product functionality and learn about installations, upgrades and patches as well as day-to-day operations. BKD Technologies can help clients with numerous aspects of their technology system.

ERP & CRM SOFTWARE TRAINING ASSISTANCE // During an enterprise resource planning (ERP) or customer relationship management (CRM) software implementation, it's crucial that you receive the essential training to conduct your job proficiently. The correct training can make all the difference in how quickly you see a return on your software investment.

BKD can help train necessary departments as needed during a software implementation. In addition, we hold yearly on-site and off-site training seminars and a monthly webinar series to support client needs.

FOR MORE INFORMATION // For a complete list of our offices and subsidiaries, visit bkd.com or contact bkdtechnologies@bkd.com.

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