



Metaphorix Refresh

Revitalise your software use with our Refresh programme

Refresh is designed to help customers get the most out of their investment in their Dynamics NAV (Navision) business system.

The process examines all areas of your use of the software, highlighting functions that are not fully utilised or where changes in the set-up and use of NAV will offer real benefit to your business.

The result is a revitalisation of your use of the software, leading to happier users and a better return on your investment in our solution.

Introducing Refresh

Refresh is a valuable weapon in the Metaphorix customer service armoury.

It is a process that examines your current use of our solution, identifies areas for improvement, recommends changes to your use of NAV and delivers you a new version of the system that better meets your needs today.

Refresh also helps you to make the transition between business models. It ensures that, when faced with changes in the way you do business, the software will still match your requirements.

We feel that Refresh will prove to be very important to all users of our solution because it keeps your installation fresh.

Refresh makes sure that your NAV installation continues to offer a close fit to your business processes throughout its entire time in use in your company.

That's why we recommend that you consider carrying out a Refresh exercise with us every two or three years.

Why is Refresh so important?

Choosing your business systems partner is a tough job. Even tougher is taking the solution you choose and turning it into a successful implementation.

So, how annoying would it be to see all your hard work taken apart and the system in which you invested so much money and effort become less and less useful to your business?

Surprisingly, this is a common occurrence in many businesses.

Why does this happen? Why does the system that you selected specifically because it suited your company's needs suddenly no longer offer the support for your business that you must have in order to remain efficient and competitive?

The reason this sort of thing happens is a process called 'Erosion of Expertise'.

Refresh is important because it combats Erosion of Expertise and ensures a high level of system utilisation throughout the life of the system.

Erosion of Expertise

One of the keys to the success of your business system is how well your staff use it. That's why you do two key things when you buy your solution.

- You choose the system that best fits your business processes.
- You install it properly, focussing on training your users in the use of the entire system and in the particular facilities needed for your specific business model.

By doing these two things right, you end up with a user-accepted system that is configured to support your business properly.

Having worked so hard to get where you wanted to be, why do circumstances often conspire against you, preventing you from keeping it that way?

To understand the problems you face in maintaining your solution at its most effective, let's take a look at the typical life cycle of a business system.

Stage 1: Expert Usage

During the initial installation, your users are fully trained in all the features and functions of the software solution available to them.

In addition, specific uses of the software are identified that cover your own particular needs and business processes.

The system is then set up to ensure it meets those needs and users are trained in the use of the software to ensure they carry out these business-specific processes in exactly the way you have defined.

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At this stage, users have both broad knowledge of the whole system and detailed expertise in any particular functions key to keeping your business operations running smoothly.

Stage 2: Maturity

As the system settles down, your users make more use of some areas of the software than others. This is a natural part of the daily use of any system, where some things need doing often but others only rarely.

These much-used functions become routine. Lesser-used functions become unfamiliar, hard to remember, difficult to use and, in some cases, are dropped from usage altogether.

This natural process leads to the use of the system contracting to a central core of regularly used functions.

Stage 3: Erosion

In time, something else happens that starts to affect the best usage of the solution in your company.

Turnover in staff leads to a sudden loss of expertise from your team. If leavers were trained in specific areas of the software, their expertise of that area leaves with them.

When new staff are recruited, they are often trained by existing users. In some cases they are not trained at all and are expected to 'pick up the system as they go along'.

Even if existing users train new staff, they only teach them those functions that they know best – the core functions.

Once again, the use of the functionality in the system gets narrower. Users start to put in place unofficial systems and manual workarounds to substitute in areas where the software is perceived not to match your business processes.

Stage 4: Deterioration

Coupled with the gradual loss of expertise and knowledge of how to make best use of the system comes pressure to change your business processes.

The pressure to alter some of your processes comes from your own staff, from your customers and your suppliers. If you do not respond, you risk losing hard-won competitive edge.

After a while, the software that was set up and installed to meet your original needs no longer matches your new processes.

Ideally, your users would have the depth of knowledge of the software to adapt their use of it to support these new ways of working.

However, if this knowledge has been lost through Erosion of Expertise, then system usage will suffer even further.

The system enters a phase of deterioration.

The Bottom Line

The consequence of this process is that users start to criticise the system. They no longer trust the information it provides; they see it as a hindrance to their job, not support for it.

The inevitable outcome is that the system falls into disrepute. Pressure builds for the replacement of the system with a new one from a different vendor.

Replacing the entire system is a highly expensive and disruptive process that should be avoided at all costs.

There is another way of dealing with this issue. It's called Refresh.

Refresh

Our approach avoids the huge investment of changing your entire solution with the upheaval and disruption this can bring.

Our approach is to Refresh your use of Dynamics NAV. Refresh will:

- Reinforce the expertise built up in the original implementation.
- Re-educate mature users in the less frequently used, but very important, areas of functionality available.
- Bring new users and infrequent users up to the status of expert users, giving a consistently high level of user knowledge.
- Re-jig the set-up of the software to help address the changes in business processes since the original implementation.
- Teach users how to adapt their use of the system to cover all new situations they face.

The Refresh programme is a two-step process.

Step 1: Review the situation

All Refresh programmes start with a one-day 'process and training review' that confirms the areas that need to be focused on during the Refresh programme – and, best of all, this day is free of charge.

The review tells you how much effort there may be involved in bringing your use of NAV back to the optimum.

This may involve education, additional software or simple changes to the set-up of the existing software.

The first step is carried out in interview form on your own site, discussing the way the system is currently used with key personnel.

In attendance from Metaphorix will be one of our senior consultants. Their findings from the interviews will be collated, then presented to you in the Refresh Report that we provide.

Step 2: Refresh your use of NAV

The Refresh Report lists the issues for you to consider when using the software and puts forward recommendations to change, improve or enhance that use.

The report will also give an indication of any costs that might be incurred in adopting the solution we propose in each area. Costs are grouped in terms of services time, products or modifications to existing programs.

You can consider the report and then decide which of the recommendations, if any, offer you value for money – adopting just those that you feel are right for your business.

Refresh is a great way to get the best from Dynamics NAV, safeguards your investment in the solution and delivers the best possible fit to your business system needs.

- If you think that your users could get more out of the current system than they do today, Refresh is for you.
- If you think that the system doesn't support your business as well as it should, Refresh is for you.
- If you just want to be sure that the system is working at its most efficient, Refresh is for you.

Please contact your account manager to arrange your very own Refresh programme at a time to suit you.

For more information about our products and services, please call: **01675 432400**, email us at: **sales@metaphorix.co.uk** or visit our website: **www.metaphorix.co.uk**

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