

1 Upgrade Project – Essential Services

1.1 Essential Services Required - Glossary

These are the services that are required to move you from where you are now to the latest version of NAV. They don't include the uplift of any modifications – just the assistance you need to get from A to B.

Installation and Setup

This covers the initial installation and configuration of the solution on your chosen hardware.

Role Centres

The Role Centre is the user interface in Microsoft Dynamics NAV and is like a homepage to the system. It displays the specific tasks, activities and information that each role needs to do their job, providing users with an overview of what they've done and what is next.

It enables users to focus on their tasks and organise their time. The employees simply log into their Role Centre, to their own user profile and personal place in your business management system.

If you are still using the Classic Client you will need assistance with setting up Role Centres and training users how to optimise their use of the new environment. If you are already using Role Centres then you may need some help with the conversion (this depends on what version you are coming from).

IT Support

We allow some time for us to collaborate with your hardware and infrastructure partner to ensure Microsoft Dynamics NAV is installed in the best way.

Training – Key Users

We provide education and training on the differences between your current version and the latest version of Microsoft Dynamics NAV to familiarise your users with the new software. This training can be given to the key users initially who then roll it out to the rest.

Data Take On

There are two approaches (migration or conversion) to this but either route will require some assistance from us.

Business Process Walkthroughs

An allowance has been included for a walkthrough of the final, fully configured version of the system to ensure that all business processes and modifications have been uplifted correctly.

Rework

An allowance has been made for any rework that may need to be done as a result of the Business Process Walkthrough.

Go-Live Support and Handholding

We will provide on-site support during the initial days following go-live. There will inevitably be queries from users as they use the software live for the first time and consultants on-site are best able to provide support.

Project Management

Project management is an important part ensuring the project runs smoothly. Organising resources, resolving issues and keeping the project on track are all parts of this element of the service provided.