

**solution
implementation
method**

The Maconomy Solution Implementation Method is based on extensive industry knowledge to help you unleash the full potential of your Maconomy ERP business solution – on time, on budget and within scope

challenges

Most managers consider implementing a new business solution at some point of their career. This means you will most likely face a significant change process to take the organisation from old to new, setting up a value-adding solution to the benefit of your organisation and your employees alike.

During the implementation you will most likely face some of these challenges and considerations:

Will our **people actually use the new solution** – and how do we **manage the change process**?

How can we **meet the budget** and get our **new solution implemented on time**?

How do we get the most out of our implementation and secure **improved processes and positive ROI**?

How do we **find resources to execute this project** when everyone is fully occupied?

Can we find **a solution provider that truly understands our business** and can transform our objectives into an effective solution?

How will we **get everybody trained**?

How will we **measure the value of our new solution**?

solved!

Now imagine an ERP provider that takes you safely through the process based on 20 years of proven expertise within your industry. Maconomy will accompany you every step of the way to ensure you get the perfect solution for your organisation. Don't take our word for it. Here, a few clients tell their implementation story.

” We implemented the solution on time and budget with a very satisfactory result because of our clear goals, the use of dedicated resources, and the right solution.

Jenny Curtsdotter, Project Manager in Business Operations, Technia

” It was an ambitious deadline, but we remained focused on the goals of the project and had easy access to decision-makers. This made the implementation successful and enabled us to go live in our central purchasing function in July and for the rest of the organization in November as planned.

Ole André Hansen, Director of Finance, NRK

” We were a small internal team who made the necessary decisions based on the recommendations from Maconomy and the overall objectives of the initiative. This resulted in a short and smooth implementation process without unpleasant surprises.

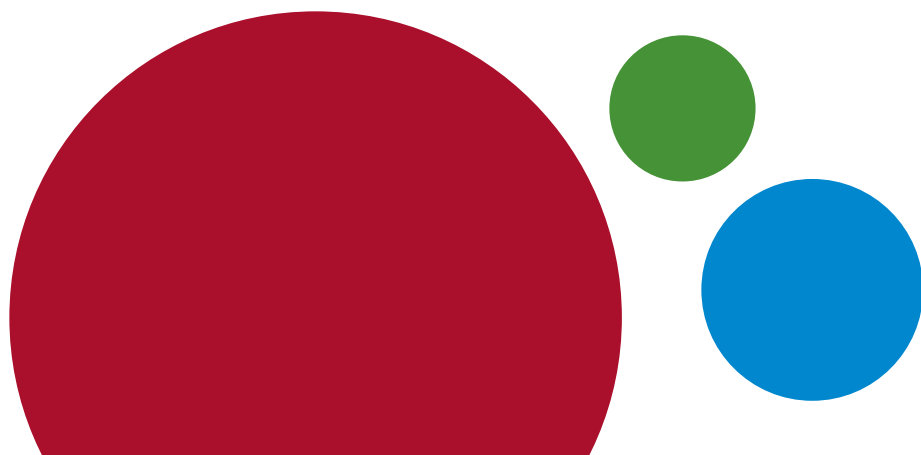
Jan Kåre Nesodden, Administrative System Manager, The Institute of Maritime Research Norway

” I believe the Maconomy solution's strong focus on the business requirements of professional services organisations made the implementation efforts from both our and Maconomy's side much less than had we chosen a different supplier.

Heinz Helfenstein, Vice Director of Finance and Accounting, KPMG Switzerland

To read the full case studies, go to

www.maconomy.com/references



clear objectives and meeting them

Identify your key success factors

When you implement a business solution, your objectives must be clear from the very beginning. With more than 20 years of experience and a wide range of implementations in Professional Services organisations under our belt, we can help you identify the key success factors of your organisation. When the success factors are set from the start, we can help you build the right solution around them.

Key success factors

- Reduced IT costs
- Optimised resource utilisation
- Improved project profitability
- Improved project control
- Improved working capital
- Improved client profitability
- Optimised pipeline
- Improved people skills and performance
- More efficient processes and reduced costs
- Better foundation for decisionmaking

” It was important for us to obtain the trust and acceptance of our staff for the changes that were ahead, so all the departments were represented in the implementation team.

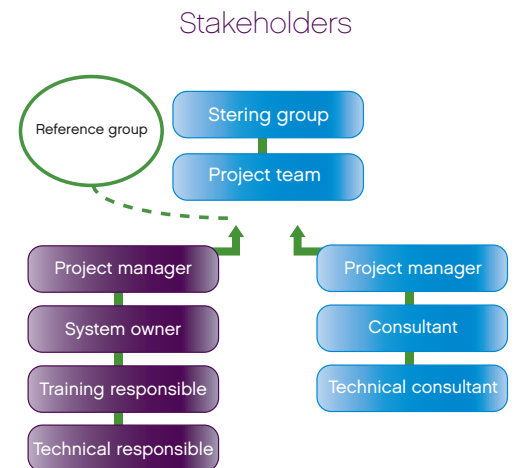
Bassem Aboukhater, Head of IT, Leo Burnett MENA

Set the right team

The prerequisite for any strong implementation is to set the right team. Appointing the best internal project team with the right mix of skills and a strong Project Manager is crucial as they will be involved at every step of the implementation. The team must include representatives for all stakeholders and have the ability to make decisions. We usually identify three to four roles that form our implementation team.

Define the project scope

When the right team is in place, you can draw up the detailed list of what your organisations requires from a new business solution and what is included and excluded from the scope. The scope serves as an appendix to our contract. When the details are in place from the beginning the chances of success are higher. We engage our project managers as early as in the sales process to secure a smooth handover to the implementation team.



a quality implementation – on time, on budget and within scope

” 77 percent of the projects were on time, with 58 percent on or under budget. The companies that went over budget often did so because they installed additional modules or reporting applications.

Maconomy real ROI report 2008, Nucleus Research Inc.

Pre-configured solutions based on best practices

Maconomy has been committed to delivering solutions to professional services organisations for more than two decades. Therefore we don't need to reinvent the wheel in every implementation. Our starting point is a standard solution that meets the requirements of your industry, which means we can spend more consulting time on identifying your unique needs and setting up your solution accordingly.

We base the implementation on a methodology that has added proven value for hundreds of organisations like yours.

Our mission is to deliver best-practice solutions to professional services companies.

Re-engineering based on best practise processes

Our implementation model has proven quite effective over the years. We don't approach the implementation by asking you to define long requirement lists for the solution.

We think it makes more sense to start an implementation by training you in the use of our solution based on the best practices of your industry. After the training we ask you this: How do you want to adjust these best practices to fulfil the unique needs of your organisation?

We run iterations over and over again with easy solution configuration, based on your input on how to adjust the best practices. This is what we call business process re-engineering.

Managing the change process

In the wake of any major implementation follows an inevitable change process. So how do you manage this process to make sure your employees embrace your new solution? Maconomy has ample expertise in supporting clients get the entire organisation on board with their new solution. And we don't stop before you are up to speed and comfortable with the solution.

everybody using the solution

From live to handover

Once your organisation is live on the solution and our consultant has guided you smoothly through one or two month-end closings, it's time to hand over your implementation to our support organisation.

This happens through a dedicated meeting in which client, consultant and our support organisation secure that all relevant knowledge is handed over. From this day forward our support organisation will answer all questions from your dedicated super users.

Ongoing account management

After go-live and implementation completion an Account Manager will be assigned to your organisation, typically the Account Manager you know from the sales process. We believe that continuity in our relations allows us to best serve your needs – now and in the future.

Through quarterly or biannual meetings we will make sure you get the desired value out of your solution and deal with any issues that may arise.

Once a year we develop an account plan to ensure that proper and accurate action is taken to keep your solution up to date.

Getting value out of new versions and solutions

Whether you use our full end-to-end business solution or just selected parts of it, Maconomy makes it easy for all clients to upgrade to newer versions of our solution if business requirements expand. Additionally, we deliver new useful add-on features for your industry.

This is part of our support and maintenance agreement that most clients sign. Upgrading to new versions or bringing new companies on board in your portfolio are a matter of hours or days – not months or years.

As part of an upgrade, many of our clients have successfully worked with us to perform a business review. This has enabled them to utilise their ERP solution better and take their business to the next level.

” Maconomy consultants really understand our business. They know exactly what we need, and during the implementation process unexpected changes are handled well. The consultants are gold for us..

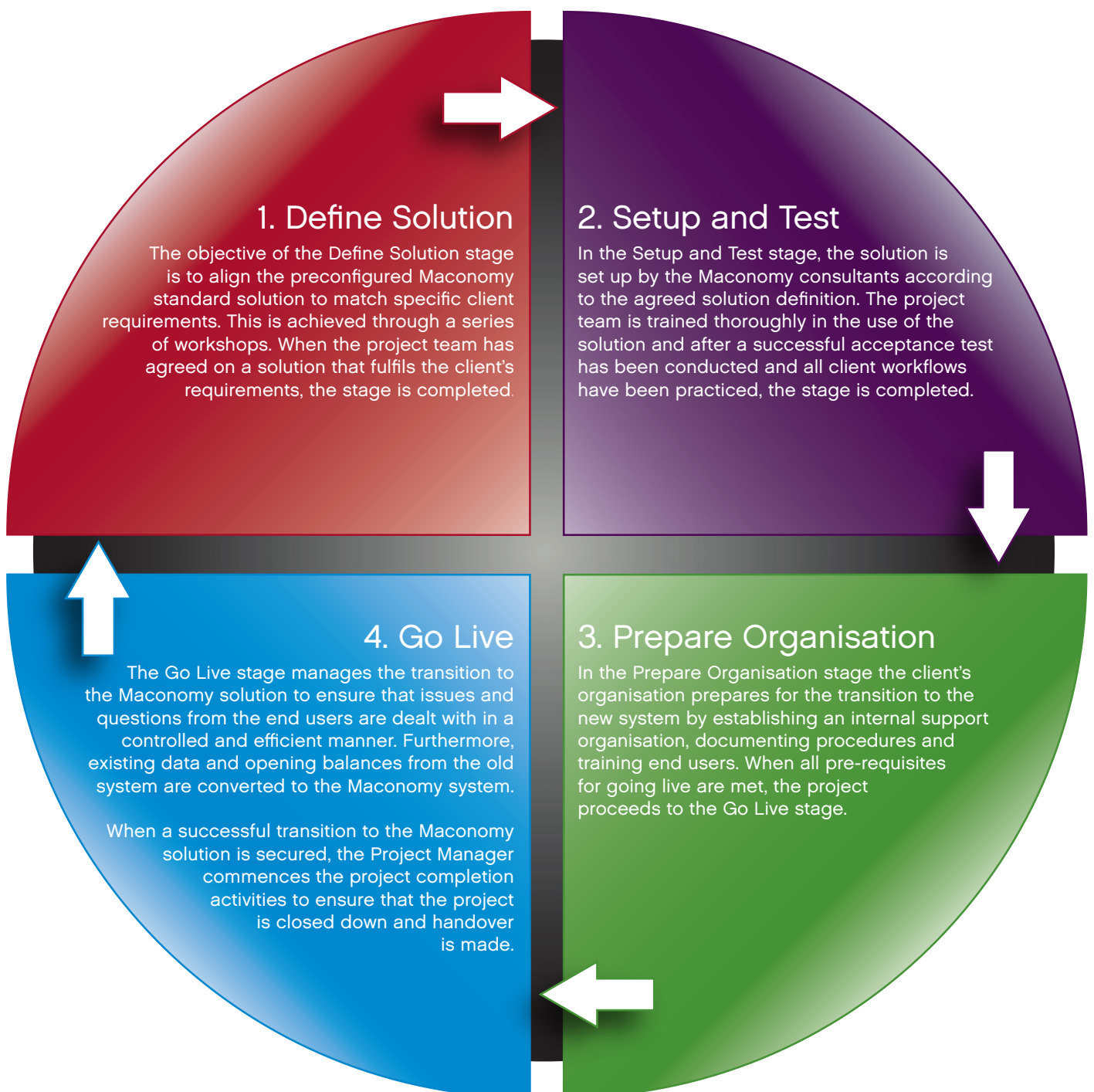
Anni Sørensen, Financial Director, envision

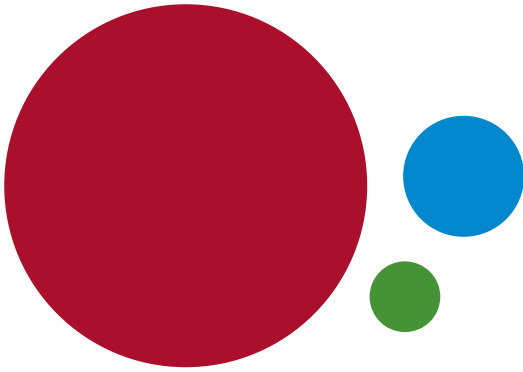
” It is our vision to ensure that all our clients can easily upgrade to the newest version of our solution. Actually we see most clients upgrading every second year.

Hugo Dorph, CEO, Maconomy.

maconomy solution implementation method

The M-SIM model is inspired by the Prince2 project management methodology. The model is fully scalable to fit individual client projects of any size and type, and all Maconomy Consultants and Project Managers worldwide have been meticulously trained in applying the model. This rigid best-practice methodology ensures that risks are identified and managed appropriately. Objectives and benefits are achieved on budget, on time and in high quality.





Maconomy is a global provider of ERP business solutions for Professional Services organisations. The fully integrated solution incorporates financial management, project management, time registration, resource planning, CRM, HR and business intelligence for profitable results.

As a recommended provider to Professional Services organisations worldwide, Maconomy has focused exclusively on this sector for more than 20 years. This has given Maconomy unique insight into the best-practice processes of these organisations. Maconomy has created proven results for a wide range of international clients, including TNS, Devoteam, Semcon, ErgoGroup, Deltares and Rambøll, as well as all of the three biggest global marketing communications networks and four of the Big Five global accounting firms.

Maconomy is listed on NASDAQ OMX Copenhagen with headquarters in Copenhagen, Denmark. We have offices across Northern Europe and in the U.S. as well as an extensive network of business partners, enabling us to service and support around 600 clients in more than 50 countries worldwide.

For more information, please visit

www.maconomy.com



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