

Implementation Services

Outsourcing to a Trusted Provider Can be the Most Cost-Effective Means to Both Efficiency and Expertise



Implementing complex business systems on-time, on-budget, and without disruption to customer service or business levels takes significant planning, expertise and resources.

A Proven Track Record

At enVista, our deep systems integration knowledge and expertise enable us to provide real-world solutions that work, on time and within budget. Our team has a proven record of tailoring systems and applying solutions that address clients' specific business requirements, thereby reducing modifications and overall costs.

Strategy for Success

enVista clients benefit from the quality and continuity of a dedicated, experienced team. First, we identify operational requirements as they pertain to the overall business strategy. Then we map out an effective and seamless implementation plan. Finally, we ensure an efficient operation and a well-trained user team capable of leveraging the new technology solution. We partner closely with clients through all phases of development and deployment to ensure proper knowledge transfer. The core of

our implementation success is our proven enABLE™ methodology, which consists of four key phases of implementation:

enABLE Methodology

 Assess

 Build

 Learn

 Execute

enABLE Methodology | Implementation Services



Assess

We objectively evaluate clients' operational requirements to determine how to resolve business challenges and gaps.

Project Planning

Provides a clear definition of what is to be done, why it is to be done, who is to do it and what constraints must be accommodated. In addition, guidelines are set that govern how decisions, communication, knowledge transfer and issues are managed. We implement project management tools that ensure these guidelines and recommendations are followed.

Major deliverables: project charter, project schedule and statement of work.

Baseline Education

Teaches the client about all aspects of the new software. It is critical that core team members of the project understand the solution prior to functional CRP. We host the client and assist the software provider during this training.

Major deliverables: action item list.

Requirements Definition

Documents current and future process flows to determine software requirements. The results are put in the process matrix and process flow diagrams by function.

Major deliverables: process matrix and process flow diagrams.

CRP Planning

Walks through process matrix and process flow diagrams in order to create the initial draft of the functional flow document. We'll identify functional gaps as well as develop functional scenarios that will be used for the actual CRP.

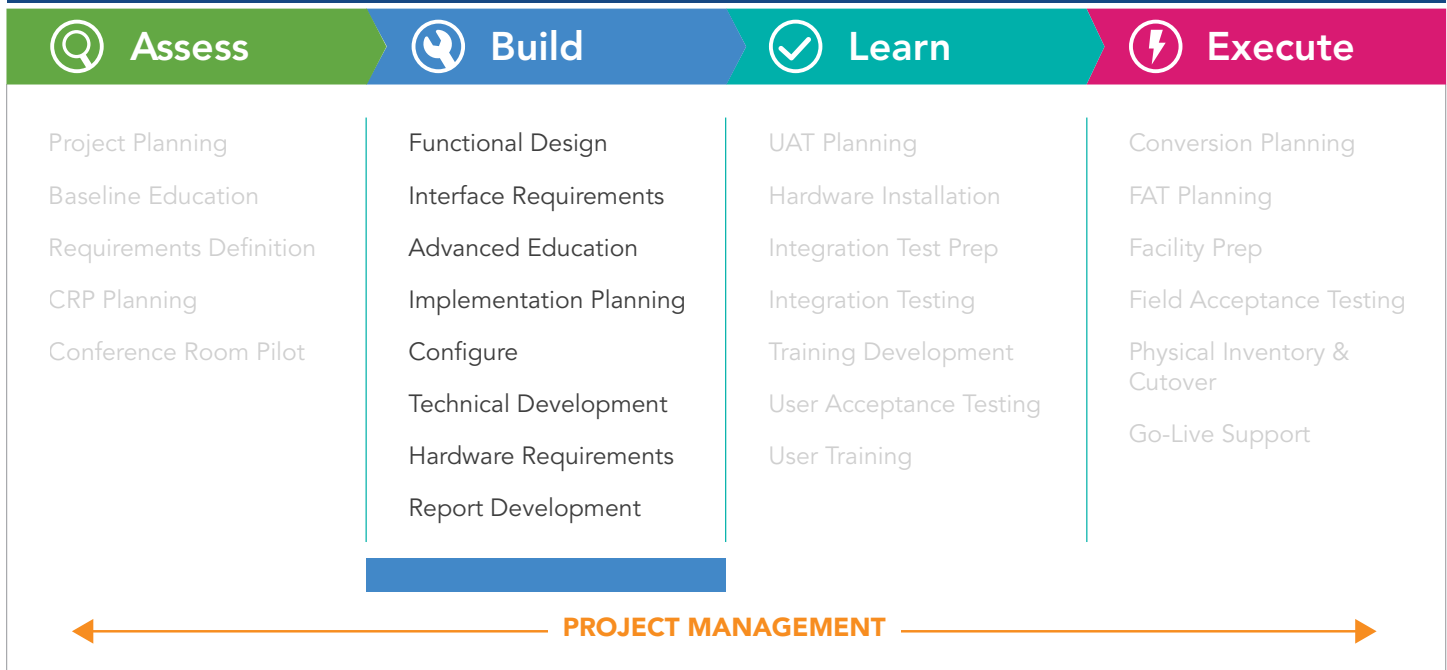
Major deliverables: functional flow draft and CRP scenarios.

Conference Room Pilot

Enables us, along with the software provider, to walk through the application for each defined process. The core team will evaluate software functionality and additional gaps will be identified and addressed as procedural or systemic.

Major deliverables: completed functional flow and modification list.

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Build

Along with our clients, we execute upon the system design through a combination of technical development and best-in-class operational processes change.

Functional Design

The functional flow is completed in this phase based on the findings during the Conference Room Pilot. As the processes are defined in the functional flow, any modifications and key configurations are documented as well.

Interface Requirements

Allow the interface team to identify each interface between the software solution and the client's host system and field definition of receipt, inventory and order transactions that are required.

Major deliverables: technical interface document.

Advanced Education

Provides the core team members with a deeper understanding of the integrated solution from a configuration and system setup perspective.

Major deliverables: action item list.

Implementation Planning

Re-evaluates task, time and resources to implement and integrate the WMS solution. The plan will be finalized after the detail design (Conference Room Pilot/Configuration Work Shop) has been completed.

Major deliverables: updated project plan and contingency plan.

Configure

Sets data and system parameters based on CRP functional and technical requirements. We recommend that the client lead this effort, as it is imperative to retain the knowledge gained through this important implementation step.

Major deliverables: configuration document.

Technical Development

Provides functional specs for each modification identified in CRP. We will assist in unit testing and acceptance of these modifications as well as help with the designs for interfaces between the WMS and the host or MHE.

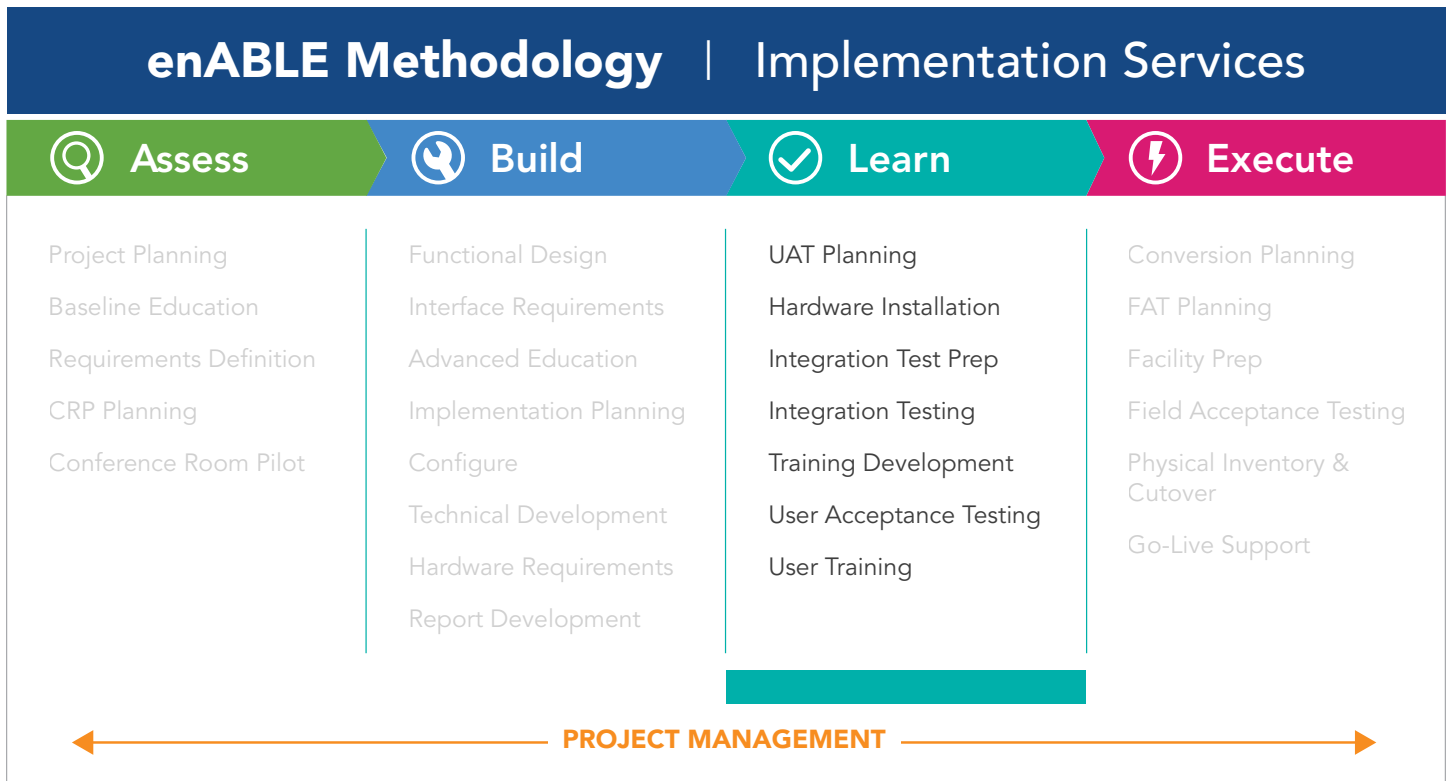
Major deliverables: technical design documents, completed modifications and completed interfaces.

Hardware Requirements

The enVista Project Manager and the Customer Project Manager will work together to develop a specific hardware requirements document to include all servers, RF devices, printers, and workstations.

Report Development

Document and define all reports and labels currently used and those that should be maintained in the new operational process.



Learn

enVista places a great deal of importance on training and application testing. Our methodology is designed to effectively transition knowledge to the client team through mentoring and guidance.

User Acceptance Test (UAT) Planning

Develops functional test conditions and scripts used to validate correctness of functional and technical configurations.

Major deliverables: UAT test scenarios.

Hardware Installation

Prior to executing any unit, system or user acceptance testing, the appropriate hardware required to support each testing scenario must be implemented and installed.

Integration Test Prep

During Integration Test Preparation all detailed

system testing scripts and all required system test data are developed to support the scripts.

Integration Testing

Tests the interfacing between the client's host applications (order management, financials, inventory allocation) and the system. This preliminary test will be validated during the final UAT.

Major deliverables: interface test scenarios.

Training Development

Creates a training database, training scripts, train-the-trainer material, reference guides and a training competency test.

Major deliverables: training database, scripts, CBT and quick reference guides.

User Acceptance Testing

Enables super users to verify that the host to WMS meets all business objectives for functionality and interface touch points.

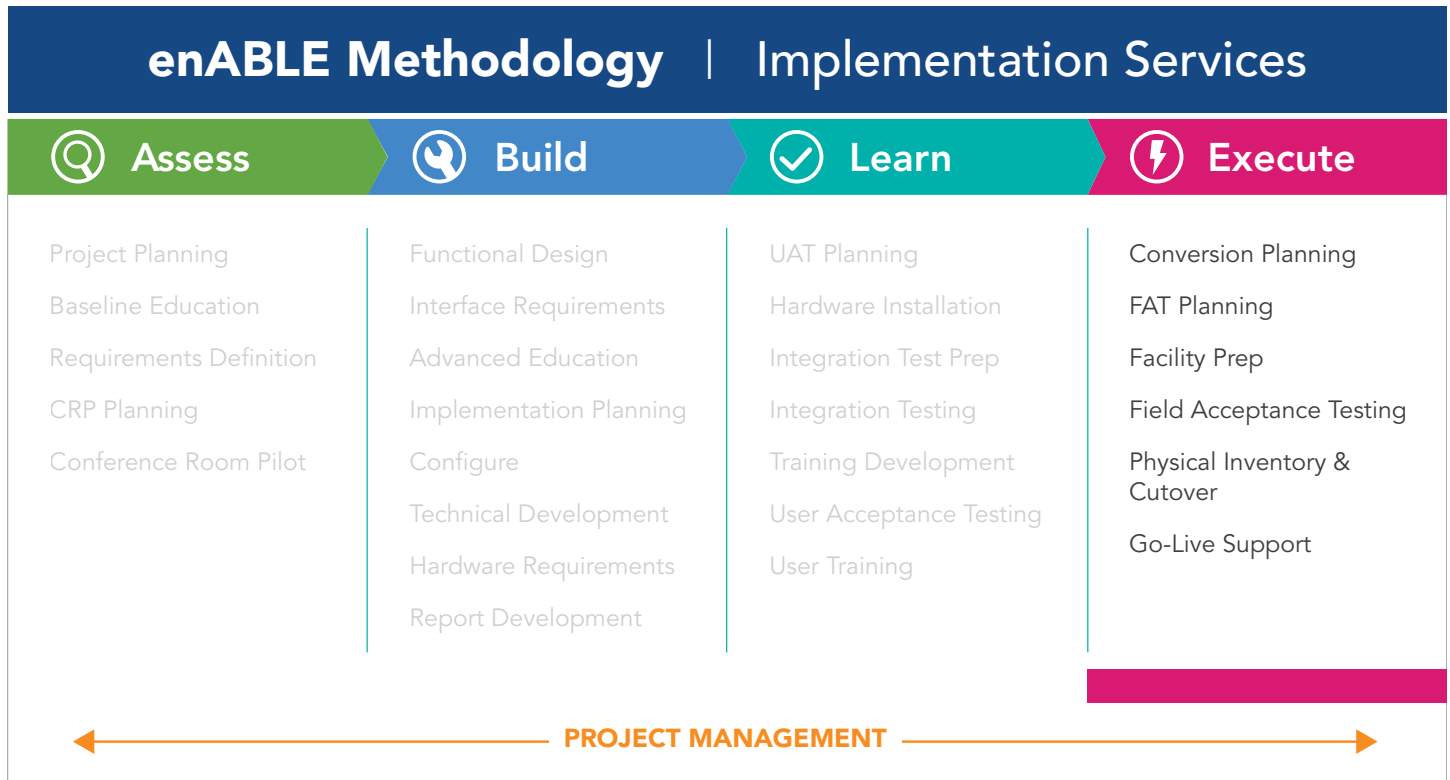
Major deliverables: error tracking and resolution; Go No Go recommendation.

User Training

Transfers appropriate knowledge to super users and end user trainers while assessing the level of

competency by individual.

Major deliverables: super user and end user training schedules.



Execute:

We execute on the project plan and begin using the solution in a live environment. Post implementation support addresses any system challenges, stabilizing the workforce and ramping the operation to standard throughput levels.

Conversion Planning

Develops strategies and contingencies for people, systems, facilities and customers as well as communication plans for internal and external users.

Major deliverables: system and people conversion plans.

FAT Planning

Scripts are developed to focus on testing the 3 Actuals – Actual People doing the Actual Process in the Actual Place.

Facility Prep

Ensures all aspects of the physical facility (product labeling, location labeling, printers, RF device setup, etc.) are prepared and contingency plans are in place for hot back up devices.

Major deliverables: facility prep task and time line.

Field Acceptance Testing (FAT)

Simulates a day in the life of the warehouse. FAT is a mission critical step that walks through conversion programs and ensures the facility is at an appropriate level of acceptance.

Major deliverables: field acceptance test plan and Go No Go recommendation.

Physical Inventory & Cutover

Ensures physical quantities (SKU, location, qty.) match the host. We recommend a four wall physical inventory prior to startup. The cutover to the new system involves migrating data from the old system

to the new system. All interfaces between the host and the new system will also be installed into the live environment.

Major deliverables: physical inventory plan and completed conversion checklist.

Go Live Support

Provides on site presence during the live cutover to the new system. To ensure system ownership by the client, we play a level three role in issue resolution. Team leads/key users are level one support while the client's super users and system champions provide level two support.

Major deliverables: Go Live issues tracking database; project audit and transition to client.

Program Management

Following our proven methodology, enVista ensures our clients not only a successful project, but also a winning solution, delivered on time and on budget. Project status is communicated across all levels of the organization, throughout the entire project, to avoid any missteps in project direction.

"enVista's methodology and process is unrivaled. It's a tragic mistake to try to do it internally. This is an extremely objective approach, and I'm always telling friends to investigate enVista."

*– Brian McCarthy, Senior Vice President
of Operations*

KeHE Distributors

enVista commits dedicated client project teams to ensure seamless system implementations and go-lives. By continuously transferring knowledge and through focused training, system users are prepared to run at full speed upon project completion. The result: a thriving, optimized and fully integrated operation.



Real Results

Direct Savings:

- Project delivery on-time and under budget through rigid scope management
- Team with working knowledge of application and operational best practices
- Team that supports client and vendor side services
- Project management focused on knowledge transfer
- Client and vendor side services support

Consulting and solutions delivery is in our DNA.

Let's have a conversation.™

info@envistacorp.com

877.684.7700

envistacorp.com

