

Introducing the aACE Implementation Process

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This guide provides links to the phases of the aACE implementation process and introduces the idea of your Discovery team. It is intended for new users.

Rolling out a new business system is a huge undertaking. Your business will be operating from this new system which means it has to be right. At aACE Software, we have years of experience converting all types of businesses to aACE and we are committed to being with you every step of the way.

aACE Software has designed and tested this process to mitigate the risks inherent in ERP implementations. We have divided the process into focused phases. Each phase builds the foundation for the next. In the end, your entire staff will feel comfortable and confident with the many aspects of aACE, and you will go live with a system you can rely on.

Through the process, your financial commitments are tied directly to your aACE Software advisor's deliverables. Fees for discovery, customization, training, and data migration accrue only as your confidence in those aspects of the process increase, and you commit to buying the actual licenses for the software only after you are confident in its ultimate success.

At any point during the process, you may decide that aACE is not the solution for you. That's okay! There is no obligation to buy the software until you are completely confident it meets your requirements. Regardless of the outcome, by following the steps laid out in Discovery you will come away from this process with a clearer understanding of what to expect and what to avoid when choosing a business management solution.

Getting Started

The best way to get things started is to learn what's ahead so you can prepare your staff. After reading the following guides, discuss any questions with your aACE Software advisor.

1. [Discovery](https://aace6.knowledgeowl.com/help/step-1-discovery) (https://aace6.knowledgeowl.com/help/step-1-discovery)
2. [Configuration & Customization](https://aace6.knowledgeowl.com/help/step-2-configuration-and-customization) (https://aace6.knowledgeowl.com/help/step-2-configuration-and-customization)
3. [Data Migration](https://aace6.knowledgeowl.com/help/step-3-data-migration) (https://aace6.knowledgeowl.com/help/step-3-data-migration)
4. [End-User Training](https://aace6.knowledgeowl.com/help/step-4-end-user-training) (https://aace6.knowledgeowl.com/help/step-4-end-user-training)
5. [Go-Live](https://aace6.knowledgeowl.com/help/step-5-go-live) (https://aace6.knowledgeowl.com/help/step-5-go-live)
6. [aACE Optimization](https://aace6.knowledgeowl.com/help/step-6-aace-optimization) (https://aace6.knowledgeowl.com/help/step-6-aace-optimization)
7. [Ongoing Support](https://aace6.knowledgeowl.com/help/step-7-ongoing-support) (https://aace6.knowledgeowl.com/help/step-7-ongoing-support)

Assembling an Implementation Team

After you read the above guides about the aACE implementation process, you'll be prepared to start assembling your Discovery team. Understanding the entire process is vital for making the best selections for the team.

Your implementation team will be the first of your staff to learn your new aACE system. They will be instrumental in surfacing the details of how your work processes and your information need to flow through the system. We recommend selecting staff who have detailed knowledge of your current workflows, policies, and procedures.

For the optimal implementation team, we recommend selecting a representative from each of the following areas of your operations:

Project Manager

Selecting an internal project manager is required, as they will be the primary point of contact for your organization. Your project manager will be responsible for managing your implementation team, gathering and delivering all required materials, coordinating meetings, and managing the communication flow to upper management.

Sales

This team member should understand your sales process from start to finish, including details of how you quote, follow up, and close sales. You may also wish to include a sales assistant because they often know more about the transition from sales to fulfillment.

A/R, A/P, and Accounting

This team member should have a thorough understanding of your current system with regards to accounts receivable, accounts payable, and accounting. You will want to select someone who can give details of how your company collects aging receivables, handles payables, manages cash flow, accounts for inventory, and processes payroll.

Marketing

This team member should have an in-depth understanding of how you currently track your marketing campaigns. They should have knowledge of how you monitor conversions and campaign ROIs. If you are not currently tracking these things, knowing how you would like to track them can also be helpful.

IT or System Manager

This team member should have a thorough understanding of your current IT infrastructure and have an aptitude for systems management. They will be responsible for setting up and managing users and their access, as well as ensuring the system continues to run smoothly from an IT standpoint.

Operations / Fulfillment / Customer Service

One or more team members may be required from these roles. These members should have a good understanding of the workflows and company policies surrounding the fulfillment process and customer support (e.g. project managers, production managers, account managers, traffic directors, shipping / receiving personnel, warehouse managers).

Top Management or COO

It is strongly recommended that you enlist one or more top department heads to participate. They can be very helpful when it comes to understanding the reporting requirements and workflow oversight.
