Step 7: Ongoing Support

Last Modified on 04/21/2023 6:36 pm EDT

> This guide describes how aACE Software continues to help you optimize software use and company performance. It is intended for new users.

Ongoing Support

The aACEsoft support team, including product specialists and developers, remains on hand to support your company during the transition and beyond. Additionally, we provide the following support services:

Documentation

aACE Software provides an abundance of help guides to support the OOTB features of aACE. However, we recommend you document your specific workflows when they differ from our ready-made documentation. We can help capture your unique processes and document them for you as part of our service offering.

Project Management

aACE is intended to be the backbone of your business, bringing all of your core operations together in one comprehensive ERP system. It should come as no surprise that implementing aACE — or any comparable ERP solution — can be an involved project that has the potential to become unwieldy. The ERP implementation process is fraught with potential pitfalls, including poor data migration and a lack of training for end-users. Successfully implementing ERP systems, therefore, requires alignment, rigorous planning, and cross-functional collaboration.

Alongside ensuring the technical aspects of the system are implemented correctly, the aACE implementation process also focuses on successful change management by ensuring that user needs are considered at each stage. Many organizations get caught up in thinking about objective goals and milestones during the ERP implementation process and forgetting about the most important catalyst for change - their people. Without your employees adopting and learning how to use the system to its maximum potential, your ERP project is bound to fail. ERP implementation is not just a software project but also a people project.

Even more, the implementation doesn't end once the system is live. As with all software platforms, ERP systems require regular updates and maintenance to ensure they function at peak performance.

aACE's project managers are here to consult and collaborate with your project leaders to establish clear project and change management plans. aACE can help keep your team on track and ensure no detail falls through the cracks. aACEsoft can provide this valuable resource as part of your implementation package.

IT / Hosting

aACE Enterprise customers are free to host their aACE solution wherever and however they choose. Yet it can be difficult to determine which option is right for your business.

aACE Software has developed relationships with several IT providers who are familiar with aACE and stand ready to support your decision and implement the hosting and/or hardware that make the most of your aACE solution. They can also address other IT questions or requirements that may arise.