

# " Delivering Mutual Benefit ... "

## ■ A Partnership To Success

With De Facto Software, our market leading product S5 is only part of the story. We know that the software is so powerful and flexible that a successful implementation will give you an unbeatable business advantage. That's why we have a team of experienced business professionals at hand, who will work with you from initial contact through to ongoing support, to make sure our system delivers.

de Facto S5 is not just an out of the box package, which works one way for all. It's a powerful solution which can be configured and fine-tuned to increase your business efficiency, and deliver multiple benefits; but without the need for additional programming (and cost). S5 is inherently configurable, and thus able to function equally well in multiple marketplaces.

Using a proven methodology, our people work with you as partners systematically putting all the contributory factors to success in place.

## Unrivalled Business Experience

We have the package, the people, and the methodology, but beyond all of that, our personal touch and commitment ensures customer satisfaction. It's not just what we do, but the way we do it. Years of experience allow our business professionals to configure the most advantageous implementation of de Facto S5 for your particular business.



## De Facto Services Overview

De Facto follow a clear methodology in the implementation of our solution, and in the various aspects of our services delivery. Clear outcomes are defined, systematic procedures are followed, and the whole process is monitored throughout by our experienced professionals.

From the initial Assessment stage, we will take you through a carefully designed programme of Planning, Training and Implementation, to ensure that the solution ultimately brings you maximum benefit. Once the system goes live, our Support department is on hand to quickly deal with any issues that arise. From first contact, right through to on-going support, De Facto is committed to delivering outstanding levels of service and satisfaction.



" ... through Partnership "

## Assessment

During the Assessment stage our goal is to gain a deep understanding of both your business and technical requirements.

A first meeting is arranged, with multiple aims. There will be an initial analysis of your business requirements, accompanied by an overview demonstration of the product. We'll also establish just what the shortcomings of your current system are and the business objectives of any new system. This first meeting will enable us to subsequently provide a comprehensive demonstration of the product, normally based on your example data, and within a business scenario that has been agreed with you.

## Planning

De Facto's project planning and control methodology enables the smooth delivery and implementation of de Facto S5, from initial assessment right through to 'live' running and beyond.

One of the crucial elements in a successful implementation is the creation of the Project Team. This team is responsible for 'championing' the project within their own organisation.

The first planned activity is the Project Kick Off which will highlight all the standard project issues, exchange information with the Project Team and agree the various project responsibilities.

## Training

In order to really gain the maximum benefit for your business from the software, you need to become proficient and truly comfortable with it. To that end, De Facto gets you there with comprehensive and flexible education solutions.

The first stage is Project Team Training, which consists of full training through our standard structured courses for the nominated members of the Project Team.

## Implementation

The Implementation phase commences directly after training and concludes with S5 successfully running your accounting and business management processes.

The primary stage is the Configuration phase. This enables the customer project team and our Implementation Specialist to configure the parameters of the system to match the business processes and objectives of the company, and to optimise its performance.

Thereafter, the Business Process Test Cycle enables the Project Team to use the configured software against a business process model, and to test all key processing areas with example representative data from their business.

Due to the approach outlined above, the Migration to Live running merely involves a migration of scale, rather than type or status of data, removing the typical worries from this crucial stage.

## Support

With our ongoing de Facto SupportPak™ Contract, customers can expect the highest levels of service to enable the efficient and speedy resolution of any issues arising with their system.

de Facto SupportPak™ provides for comprehensive support throughout our standard business hours.

### Find Out More ...

Visit the De Facto website for extensive information on all aspects of our solution and learn how it could help you gain the business edge you need:

[www.defactosoftware.com](http://www.defactosoftware.com)

### Call Us Now ...

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