



## IMPLEMENTATION



### Selecting the Right Partner

As one of the top authorized partners for NetSuite, Acumatica, Sage, Salesforce, Ascentis, and Infor CRM products, we take pride in consistently creating successful client experiences and positive outcomes. We know that when it comes to selecting a partner, you have options. We also know that because you have options, we have to consistently go the extra mile to earn your business and trust.

### Implementation and Replatforming

With an average implementation failure rate of 60%–65%, customers have good reason to be hesitant working with a provider who lacks a tried and true record. When it comes to software projects, we are committed to doing things right the first time, and our success rate of 92.5% stands as a testament to that dedication. Whether you are purchasing new software, replacing a software solution, or fixing a failed implementation, here are a few ways we can help:

- Software evaluation and ROI analysis
- Business process re-engineering
- Workflow optimization and automation
- World-class project management
- Software implementation guidance
- Go-live readiness and support

### Training

Our consultants are certified product trainers. Our goal is to help your team become the experts of your software and support your business processes. We offer personalized training plans (one-on-one, group, virtual, and on-site) for all product lines. We can focus on high-level product training in a specific task or in-depth functional training. Whether you are looking to learn a new system or refine existing skills, our team can help.

# 92.5%

Our implementation success rate for our clients stands at 92.5%. In contrast, the industry average stands at 35–40%.

# 100%

We recommend the right software for your business 100% of the time, even if it's not a solution we offer.

# 5,000+

In the last 39 years, our team has successfully implemented over 5,000 software solutions for our clients.