

**Upgrade Service for Aptean Industrial
Manufacturing ERP**
Made2Manage Edition

Realize the Full Potential of Industrial Manufacturing ERP



Rely On Our Expertise

The experienced Industrial Manufacturing ERP technical consulting team will review your hardware needs and help you plan for production conversion requirements. They will validate your company operation with a test upgrade as well as perform a conversion using your production data.

Education Assistance

Prior to the conversion, we will identify any educational offerings available. Tools on the Aptean customer support portal (support.aptean.com) will also be reviewed so your team is ready to use the new version when production data is converted.

Our consultants help you implement the latest **features**
and functionality to optimize your operations



Key Service Offerings

- › Upgrade roadmap
- › Functional technical review
- › Product evaluation
- › IT configuration
- › Customization and custom/modified reports
- › New feature training
- › Review Industrial Manufacturing ERP usage and identify unused or underutilized functionality
- › Test drive the new version using your current data
- › SQL administration training (if applicable)

Our Process

Contact your Account Manager and discuss your upgrade plans. Your Account Manager and Industrial Manufacturing ERP Service Manager will assist in ordering the correct upgrade services for your conversion.

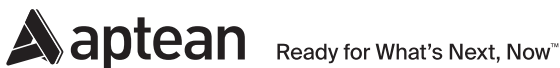
- › **Project Manager** – manages the resources for the duration of the project; performs quality review meetings with customer upon completion of each task
- › **Technical Consultant** – reviews your current hardware configuration and helps with new hardware requirement decisions; performs the test upgrade conversion using your current data, and ultimately will perform the production upgrade conversion
 - » **Note: If more than 6 months elapse between the test conversion and the live conversion, another test conversion will be required. A second test conversion is not included in this bundled service*
- › **Business Consultant** – will complete a quote to cash review of your test upgrade and identify additional actions to be completed before the live upgrade; discuss the new software version with customer team; identify the new features of the newer version applicable to your business and reviews with customer team to determine which features are most desired upon completion of the upgrade. They will leave you with a basic test plan for your team to use as a launch pad to run through all necessary business transactions to eliminate any potential go-live surprises. As part of the Functional Technical Review, your consultant will review the current customizations and/or custom/ modified reports identified by technical solutions with you. They will assist you in determining which of your customizations are still used/needed and will require upgrading
- › **Technical Solutions** –provides an estimate for all customizations and/or custom reports deemed necessary by the customer for the new version; customization requirements will be re-written/ updated as required prior to the live conversion
- › **Education** – the education liaison will contact you to review the available tools on support.aptean.com and show you how to access Aptean’s streaming courses
- › **Support** – the support manager will be notified of your upgrade and the conversion go-live date so that support staff will be ready to assist your team during the testing, upgrade and post go-live phases of the project



Are you Ready to Learn More?

Want more information on Web API for Industrial Manufacturing ERP?

Contact Us at info@aptean.com or visit www.aptean.com.



About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit www.aptean.com.