InterAcct Implementation Process

A. Purchasing your InterAcct Software package :

No :	Heading :	Comments :
1	Agreement	Thoroughly read the "Products & Services" agreement (Contract)
2	Sign	Sign the last page of the agreement – fax return to InterAcct
3	Date/Time ?	Agree a suitable Date & Time for the Software Installation
4	Advance Hours	Pay the "Advance Hours" implementation services invoice
5	Travel	Organise travel & accommodation (if applicable).
6	Travel Costs	Pay cost recovery travel related expenses invoice (if applicable)
7	Payment Plan ?	Request Payment Plan, read agreement, sign and fax return to InterAcct
8	Software Licences	Calculate the number of computers (Network Users) that will need access to InterAcct (software licences required)

B. Deciding on When & Where :

No :	Heading :	Comments :
9	On Site ?	Normally, the first (and subsequent ?) implementation/training meetings are held at the customer's offices.
10	Off-Site ?	As an alternative, implementation & training can be performed at InterAcct's offices in Frenchs Forest. There is no extra charge for the use of their premises, or computer equipment.
11	On-Line ?	After the initial 'face to face' training, it is possible to arrange short training sessions on specific topics via the Internet. These might be between 30 minutes and even up to 2 hours.
12	Expended time	Services are charged on an expended time basis, including travel time. For installation outside a 50km radius from InterAcct's offices, time may be charged on the basis of a flat rate for 10 hours.
13	Charge Rates	InterAcct's charge rates vary depending on the skills/experience of the InterAcct Technical Support person involved, and the Payment Terms. Charge rates are included in the latest version of the Products & Services Agreement.
14	Cost Recovery	All travel related costs in relation to implementation and training are invoiced to the InterAcct customer as they are incurred.
15	Time Estimate	Implementation & training services are essential to the success of your InterAcct software installation. However, although InterAcct will suggest the number of hours/days you should budget for, these services are provided entirely at the discretion of the InterAcct customer.

C. Being Prepared :

No :	Heading :	Comments :
16	System Manager	Prior to the software installation, the InterAcct customer should elect a "System Manager" to coordinate the implementation process.
17	Prior Study	Everyone that intends to be involved in the implementation/training meetings should acquaint themselves in advance of all the relevant Software Profiles, and view the Software Demonstration Videos on the InterAcct web site. Everyone involved should also read the "Products & Services" Agreement to learn of their entitlements.
18	Export/Import Data ?	If it is your intention to import your existing data files to InterAcct, then this information should first be exported in MS-Excel into uniform data columns. Before your InterAcct Trainer imports this data, they will evaluate the data for 'goodness of fit', and explain the cost/benefit of importing each of the data files. The IntrerAcct Trainer may be able to suggest ways to improve the data 'fit'. For smaller files there are benefits to key the data in manually.
19	Report Examples ?	Take copies of all your existing reports and schedules. This would include Purchase Orders, Sales Invoices, etc.
20	Graphic Image	Prepare a graphic image file of your corporate logo (for reports)
21	Any Questions ?	Staff wanting to be involved in the training sessions should prepare a list of any questions they have as a result of viewing the software demonstration videos, and reading the Software Profiles.
22	Pre Meeting Material	InterAcct will send out some background preparation information. This should be read prior to the first implementation meeting

D. Information Available :

No :	Heading :	Comments :
23	Manual	InterAcct will provide a copy of their "Getting Started" Implementation Guide. This should be read – using a highlighting pen, and pencil for notes and questions (used as a Work-Book).
24	Mini Manuals	Throughout the InterAcct system there are numerous "mini" manuals of different topics. The relevant ones should be read in conjunction with the training. See the "Manuals" menu – off the Main Menu
25	Essentials	There is also an "Essentials" Manual available covering the main commands and functions of the InterAcct package.
26	Screen Help Text	Throughout the InterAcct system, on virtually every data entry field, there is automatically displayed Help Text. This should be read – particularly at the time the first few records are entered into any file.
27	Demo Videos	These are also available to view from inside the InterAcct system. It is a good idea that these be viewed before training on each area.

E. Reducing Costs – Saving Money :

No :	Heading :	Comments :
28	Telephones, Quiet Office	It is best to leave your mobile phones off whilst in a Training session. Close the office door to reduce interruptions from other staff, and divert calls and emails for the duration of the training.
29	Agenda	Keep your questions focused on the current topic within your Training Schedule. Write down any other questions for a later time when they can be dealt with in a logical sequence
30	Hands On	Once the InterAcct Trainer has shown you a particular process or transaction, make sure each staff member takes control of the keyboard to input their own example data.
31	Small Problems	Changing software packages normally involves changing procedures, considering new ideas, and the inevitable frustrations along the way. Problems are bound to arise, and almost always they prove to be minor and are quickly resolved. It is important to remember to always keep things in perspective.
32	Screen Prints	If you consider that a screen display or a report should be changed, then it is best to print that screen or report out, then write on it your notes, and then put them aside until your next Training Session. You could also send these through to InterAcct (via fax/email) if they are urgent. Don't get too 'bogged down' in the details.
33	To-Do List	After each training session there will be a To-Do list prepared of all the processes, files, and transactions that you should complete (data input), and practice on. Don't wait too long (preferably the very next morning) after completing a Training Session before completing this To-Do List – or you might forget what you have just learned.
34	Train the Trainer	The System Manager (and their Deputy) should attend all the Training Sessions. Only the relevant staff members should attend those training sessions that are relevant to their area. The more people in the Training Sessions, the more questions, and the longer it takes.
35	Management	If senior management are directly involved in the entire implementation process then the chances for a successful installation are greatly increased.
36	Short Sessions	Training sessions should be kept as short as possible, and hopefully not be beyond a half day with a staff member. There is a lot of new information to cover, and although most of it is logical and simple, it would be unusual not to tire after 3 or 4 hours a continuous training. To break up the training, it is a good idea for the InterAcct Trainer to complete database/report changes that are requested in the afternoons, or to do data imports then. That then allows staff members to return phone calls, etc.
37	Support Requests must be made in Writing	There is 15 minutes 'free' support each working day in relation to the standard InterAcct system. It may not be used as a substitute for normal Operator Training. To speed up the response to a support request you must initially request support in writing (fax or email). It is best to print the screen (or report) you have a query on, and then write your questions on that. That way, valuable support time is not wasted to trying to figure out what you are asking.

Suggestion : Use a highlighting pen, and pencil to make notes, when reading the Manuals.

F. First Implementation Session :

No :	Heading :	Comments :
38	Loading Software	The InterAcct software is loaded onto each of the computer workstations that will become licenced Users of InterAcct. The databases, graphic files, manuals, video files, etc. are all loaded onto the "Server" computer.
39	Overview	It is common to start the first Training Sessions with an overview of the InterAcct package for all those staff members that may not have been involved in the pre-purchase evaluation of the InterAcct system.
40	Training Checklist	InterAcct will provide a Training Checklist of all the areas to be covered in the Training Process. Tick off each topic as it is completed.
41	Getting Started	Adding, changing, and deleting the Classification Tables. These table lookups (allowed values) are used later when adding Masterfile records and transactions. Example : Employee files
42	Essentials	The basics of Adding, Changing, Deleting, and Searching on records is shown during the process of creating Classification Tables & Masterfiles.
43	Masterfiles	Even though it may be decided to mostly import data relating to Customer, Supplier, and Stock items, it is a good idea to start with a knowledge of how to add Masterfile records.
44	Cosmetic Changes ?	On virtually every screen (Masterfiles, Transactions) there are numerous latent features available that you can have turned on or off depending on personal preferences. It is common that numerous cosmetic changes are made to screens (data entry fields, menus, help text) in order to make the client's version of InterAcct simpler and faster to use and more relevant to their business/industry.
45	Database Source	There is also the option for an InterAcct customer to purchase the database 'source code' and be trained how to do their own database changes
46	To-Do List	At the close of each Training Session a To-Do list of tasks to complete is made. Each of these tasks should be assigned by the System Manager to a staff member to complete by an agreed date, and certainly before the next Training Session.
47	Timetable	The InterAcct client should at this stage develop their own timetable schedule of what needs to be done, by whom, and when. The InterAcct Trainer can assist in this process to define what tasks need to be performed and how long each should take. A lot depends on how much spare time can be devoted by staff members to their implementation tasks. Only once this timetable is properly completed can a "Go-Live" date be correctly forecast.

Suggestion : Please don't be tempted to rush ahead – thinking that you will be saving time/money. That will normally lead to frustrations and misunderstanding. Stick to the step-by-step training schedule. Thoroughly understand each step before moving onto the next. Take your time to read the mini manuals, watch videos, and view the file/field Help Text.

F. Subsequent Implementation Session(s) :

No :	Heading :	Comments :
48	Review	The original To-Do List of activities carried over from the first training session is reviewed (in terms of their completion), and any questions arising out of that are answered.
49	Copy to Training	The “Live” system with all the Classification tables files, and sample Masterfile records are copied across into the duplicate system – called the Training system.
50	Walk-Throughs	This is the alternative to the ‘old’ concept of parallel data processing, and is an essential element of the training process. Every process and transaction that would later be used in “Live” operations should be thoroughly tested by each relevant staff member to ensure that they understand how to use the software, and that the screens/reports are personalized if necessary to meet their exact requirements. Focus first on examples of what is the normal situation in order to understand the basic principles, and then time permitting, move on to the more unusual examples. The Walk-Throughs may take several training sessions to complete.
51	Practice makes perfect	After any Training Session it is important for each staff member to practice those relevant areas thoroughly so that they raise any questions before they are under pressure of using their “Live” system. This practice should ideally commence the very next working day after a training session has taken place.
52	Software Changes	Any software changes requested to be made are generally NOT exhaustively tested by the InterAcct Trainer (in order to save on the time/costs). However, it is very important that the relevant staff member do such testing themselves before commencing “Live” operations.
53	Security	During the implementation process (generally after the Walk-Throughs have been completed), the various User Passwords/Codes are set up, and the security access rights assigned to each person. The InterAcct Trainer will show the System Manager (and Deputy) how this can be done.
54	Too Fast/Slow ?	The System Manager should always inform the InterAcct Trainer if the pace of training is too fast or slow. Normally after each training topic there is a pause to ask if there are any questions from staff members.
55	Help Text	The InterAcct Trainer will show the System Manager how they can create and amend the system’s automatic Help Text display to suit themselves. Also, all the manuals provided are in MS-Word format so that they are be modified by the System Manager to suit if required.

Suggestion : Only once the System Manager(s) has satisfied themselves that they have completed the implementation/training process on an area of the system, and the system now works the way they want, should they introduce that aspect of the system to other staff members.

G. Software Personalisation :

No :	Heading :	Comments :
56	Beyond 1 Hour	Database or Report personalization requests that are expected to exceed 60 minutes will normally be recorded by InterAcct as a “Job”. A written Request for Approval will be prepared, and approval sought from the InterAcct client before any work commences.
57	Guarantee	Any software changes required to fix the standard InterAcct system are provided promptly and free of charge to InterAcct customers under the terms of the Products & Services Agreement “Lifetime Quality Guarantee”.
58	Chargeable Time	All work to estimate, develop, fine-tune, and support personalized software is chargeable. This would also include fixing ‘bugs’ in such software (unless the InterAcct client agreed to pay for time to complete exhaustive testing of that software change).
59	Over Estimate	The task of personalizing an InterAcct client’s system is never done on a fixed price basis. Any time estimate given is a guide only. Often a client’s requirements are not fully identified until they start to see and use the software for the first time. It is always prudent to have a Contingency Fund to account for this possibility.
60	Weekly Invoices	Any time expended is the subject of a Weekly Invoice, regardless of whether Advance Hours were originally purchased. That way an InterAcct client can monitor work in progress costs incurred.
61	Outline System Specification	There is always the option for an InterAcct client to request that an Outline System Specification be prepared initially in order that the software requirements be more fully explored, and a more accurate time/cost estimate is given. However, the time/cost to prepare such a document will often exceed the time/cost for the actual software changes.
62	Seeking Perfection	Often it is a case that 20% of the software change work can result in 80% of the task being completed. To the degree in which the software is fine tuned to meet an exact requirement will determine the final cost.
63	Ongoing Refinements	It is always prudent to provide an annual budget for further software changes so that you ensure that your InterAcct software continues to meet your information requirements.
64	Suggestions	InterAcct welcomes suggestions (in writing) for enhancements to the standard InterAcct package that will be of benefit to the majority of InterAcct customers. If accepted, InterAcct will add those suggestions to their Software Development Schedule, and depending on priorities and the software development budget, such suggestions will eventually be offered as a free of charge software upgrade. Services to implement such upgrades, if required, will be on a normal time/cost basis.

Suggestion : Focus on getting the essentials aspects of the system working first, and then after you have seen what the standard InterAcct system does, request some personalization work. Normally, it takes 20% of the time to achieve an 80% result, and then a further 80% (of cost) to achieve perfection of 100%.

H. Commencing “Live” Operations :

No :	Heading :	Comments :
65	Opening Balances	During the month leading up to the Cut-Off from the old system, and going “Live” with the new InterAcct system, you will generally know a lot of the outstanding balances in regard to Debtors and Creditors, and Job Work in Progress costs. These can be entered in advance of the cut-off date to reduce the work load at that time. It is normally an “Open Item” entry of transactions.
66	Masterfiles	All your masterfile records should have been added (imported ?) – particularly those that will have an opening balance. This would include Debtors, Creditors, Stock, Jobs, etc.
67	Backup	You should ensure that you have taken adequate precautions with your system to have the database files on the Server computer backed up (with the backup media taken off the premises).
68	Housekeeping	You should have been trained in the routine database housekeeping procedures to check the integrity of your database files (weekly), and to delete any unwanted temporary files (normally every few months).
69	Final Check ?	It is vital that all the “Walk-Throughs” training exercises have been completed before attempting to “Go-Live”. A final check (using a ‘fresh’ copy of your Training system) should be done of the software to make sure that everything is tested as working perfectly (after any final software changes have been done).
70	Cut-Off	On the day in which you start using your new InterAcct system in “Live” operation there should be little extra to do – except to enter the opening bank balances, unpresented cheques, and any stock take. The General Ledger opening journal entry can normally be done later once those balances are known from the ‘old’ system.
71	End of Period	After the close of business each day (or even more often) you should run the automatic daily checking and updating process to the General Ledger. This will ensure that your financial reports are always up to date, transactions are in the right accounting period, and are in balance.
72	Reconciliation	Again during the early weeks/months of using InterAcct it is always prudent to double check that your subsidiary ledgers (Debtors, Creditors, Stock, Bank, etc.) are always in balance with the General Ledger Control account balances. These reconciliations should continue each month as part of the normal accounting routines.

Suggestion : There is a fine balance between holding off “Going Live” until you are 100% prepared (this rarely happens), and being un-prepared and rushing the Start Date. Plan what needs to be done, by who, and by what date – and then try to keep to your schedule !!

I. Management Reviews :

No :	Heading :	Comments :
73	Review Meetings	An InterAcct customer is always able to request a Review Meeting during or after the implementation process. They are free of charge if conducted at InterAcct's offices in Frenchs Forest. They are difficult to conduct via a Telephone Conference Call. Such a Review Meeting may be useful to resolve issues, and plan future strategies on how best to fully utilize the InterAcct system.
74	Management Information	The standard InterAcct system automatically generates a wide variety of management information in the form of sales/profit analysis, and trends. It is a good idea to plan for a specific training session, after a couple of months of using the InterAcct system, in order to focus on what reports and visual search enquiries are available for management.
75	Sales & Marketing	InterAcct is often seen as just another accounting/financial system. It is easy to forget that there is also a comprehensive Sales & Marketing system included – designed to increase qualified sales leads and the conversion of those leads into sales. A training session could be scheduled for sales & marketing people to show them how they might utilize the system.
76	Efficiency Review	This is an Audit service that InterAcct can offer InterAcct clients in order to provide a "Birds Eye View" of how efficiently the business is collecting and processing information, where operations can be streamlined (costs reduced), and where there may be latent business opportunities to generate more profitable sales.

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