

Public



# SAP Business One Accelerated Implementation Program 2.0

SAP Business One  
Implementation Guide  
Version 2.0 – Aug 2007

THE BEST-RUN BUSINESSES RUN SAP™



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## Introduction

SAP Business One is a powerful, affordable business management solution designed specifically for small and midsize businesses. It integrates core business operations, such as finance, purchasing, manufacturing, and sales, but is flexible enough to accommodate custom requirements with various migration and configuration tools, add-ons, and the Software Development Kit (SDK).

The installation and implementation of SAP Business One can be completed quickly and easily, if a comprehensive implementation methodology and the right tools are used.

In order to help SAP partners and customers to better understand the process of implementing SAP Business One, the “SAP Business One Accelerated Implementation Program” has been assembled to serve as a guideline for the system setup and implementation process.

The “SAP Business One Accelerated Implementation Program” provides a comprehensive implementation methodology for SAP Business One partners. The “SAP Business One Accelerated Implementation Program” contains detailed information on how to successfully complete and manage the implementation of SAP Business One

The implementation process is divided into several phases. For each phase, this guide describes the relevant tasks that have to be completed and suggests roles, responsibilities, and time frames required to successfully complete the implementation. In addition, this guide includes various templates, checklists, and other supporting information to support an efficient and timely implementation of SAP Business One.

Note that this is not a technical document. It does not contain a high level of details on technical topics regarding system installation and configuration. Wherever necessary, references to additional resources will be made. This methodology focuses on the implementation of the SAP Business One core product with core functionalities at enterprises with no more than fifteen (15) users. It is recommended that add-ons and additional developments not be implemented in the initial phase of the project, but at a later time during a possible second implementation phase.

Parts of this methodology have been created with the assistance of Omega Business Solutions (<http://www.omegagroup.com>) based on its “1Day2Value” (1D2V) methodology. For more information about 1D2V, please contact Omega.

## ASAP Methodology

Accelerated SAP methodology is a proven, repeatable and successful approach to implementing SAP solutions across industries and customer environments. It provides content, tools, and expertise from numerous implementations. The “SAP Business One Accelerated Implementation Program” has been developed specifically to support the implementation of SAP Business One in small and midsize enterprises. This implementation guide will use the ASAP framework as a guideline for SAP Business One implementations and apply ASAP concepts and information were beneficial.

This document contains mostly details concerning project implementation. Information and tools to support the presales and sales process, such as customer qualification, proposal preparation, sizing and pricing, as well as sales and marketing materials, can be found here:

SAP Channel Partner Portal (<http://channel.sap.com> -> SAP Business One, then click on links for ‘Sales Tools’ or ‘Marketing Tools’)

SAP PartnerEdge P2P Business Collaboration Network (<http://p2p.sap.com/>)

SAP Business One Homepage (<http://www.sap.com/solutions/sme/businessone/index.epx>)

SAP Channel Partner Solution Network (<http://cpsn-channel.sap.com/>)

SAP Time2Market (<http://www.saptime2market.com>)

SAP Service Marketplace (<http://service.sap.com>)

## Implementation Phases

The implementation is divided into five project phases:

- **Phase 1: Project Preparation**

During this phase, the team prepares and conducts a project kick-off meeting and goes through initial planning and preparation for the SAP Business One implementation.

- **Phase 2: Business Blueprint**

During this phase, a requirements workshop is conducted with various key stakeholders to define project objectives, scope, and schedule. In addition, the relevant business process scenarios are defined. In order to document the results gathered during the workshops, the Business Blueprint is created.

- **Phase 3: Project Realization**

The purpose of this phase is to implement all business process requirements based on the Business Blueprint. Other key focal areas of this phase are conducting integration tests and drawing up end user documentation.

- **Phase 4: Final Preparation**

The purpose of this phase is to complete final preparation (including user and administrator training, system management and cutover activities) to finalize go-live readiness. Upon successful completion of this phase, the SAP Business One system is ready to be used as a productive environment.

- **Phase 5: Go-Live and Support**

The purpose of this phase is to move from a project-oriented, pre-production environment to live production operation. The most important elements include setting up production support, monitoring system transactions, and optimizing overall system performance.

## Project Timelines and Tasks

Most tasks listed in this methodology require efforts both from the SAP Business One implementation partner and the client. While efforts and involvement differ from task to task, it can be estimated that about an additional 40% - 50% of the implementation time listed will be required from client resources. For examples, an estimated duration of 10 hours for a task means that the additional effort required by client resources is approximately 4 – 5 hours, unless either only the implementation partner or client resources are responsible for a task. In most cases, partner and client work together or simultaneously.

Note that task durations listed in this guide are estimates and can vary depending on the size and complexity of the project.

## Project Preparation (Phase 1)

The purpose of this phase is to provide initial planning and preparation for the SAP Business One implementation project. Although each SAP Business One project has its own unique objectives, scope, and priorities; the steps in the preparation phase help identify and plan the primary focus areas that need to be considered. This does include technical issues as well as project management topics. In addition, the SAP Business One software is delivered during this phase and a preliminary installation of a sandbox or test system is completed.

### Milestones

At the end of this phase, the following deliverables and objectives have to be completed:

**Milestone 1.1:** Obtain clear understanding about sales process and client from sales team

**Milestone 1.2:** Conduct kick-off meeting

**Milestone 1.3:** Deliver and install SAP Business One software

**Milestone 1.4:** Obtain project phase sign-off from customer for "Project Preparation"

### Team members

The estimated duration of this phase is 37.5 hours. During the project preparation phase, the following team members are required.

Team member	Estimated Time Commitment
SAP Business One Project Manager	29.5 hours
SAP Business One Consultant	35 hours
SAP Business One Account Manager	26 hours
Client Project Manager	9.5 hours
Client IT Administrator	14 hours
Client Lead – Accounting	6 hours
Client Lead – Sales	6 hours
Client Lead – Operations	6 hours
Client Lead – Purchasing	6 hours
Client Lead – Logistics	6 hours
Client Lead - HR	6 hours
Client Executive Steering Committee (if applicable)	6 hours

SAP Business One project manager, consultant(s), and account manager are involved in the initial steps of this phase, i.e. the project handover from sales to consulting. They should also all attend the kick-off meeting in order to assure that no miscommunication and misunderstandings impact the project early on.

The client project manager needs to be involved early on in the process, as he is responsible for client-internal communication with the client team. He is to be involved in the planning and execution of the kick-off workshop and guides the project (together with the SAP Business One project manager) from that point on.

Client IT administrator and functional leads should be prepared by the client project manager as soon as possible to make sure that they can attend the kick-off meeting and are available subsequently for questions. The client IT administrator also needs to assist in the installation of the SAP Business One software and database.

## Project tasks

The following lists the tasks that have to be completed during this implementation phase:

Task #	Description	Results	Est. duration	Team members
<b>1</b>	<b>General project management</b>		<b>12 hours</b>	
1-1	Hand-over from sales	- Obtain information about sales process, customer, schedule, business processes, ... - Project risk assessed	6 hours	SAP Business One project manager, consultants, account manager
1-2	Define project organization	- Clarify project responsibilities internally	2 hours	SAP Business One project manager, consultants, account manager
1-3	Conduct internal kick-off	- Communicate project plan	4 hours	SAP Business One project manager, consultants, account manager
<b>2</b>	<b>Project kick-off preparation</b>		<b>10 hours</b>	
2-1	Communicate with customer	- Confirm hardware and resource availability - Confirm date and agenda for kick-off	2 hours	SAP Business One project manager, client project manager
2-2	Create kick-off presentation	- Kick-Off meeting presentation with agenda and project plan	8 hours	SAP Business One project manager, consultants, account manager
<b>3</b>	<b>Kick-off meeting</b>		<b>6 hours</b>	
3-1	Kick-off meeting	- Conduct kick-off meeting - Obtain understanding of customer expectations and high-level requirements - Finalize project plan and time schedule - Service level agreement (SLA) signed	6 hours	Project team (see 2.2)
<b>4</b>	<b>Software delivery and install</b>		<b>8.5 hours</b>	

4-1	Deliver software	- Obtain signed delivery receipt	0.5 hours	SAP Business One project manager, client project manager
4-2	Install SAP Business One	- SAP Business One functional and initialized with demo database on client hardware	8 hours	SAP Business One consultants, client IT administrator
5	<b>Review Project Phase</b>	<b>- Obtain signed project phase sign-off</b>	<b>1 hour</b>	<b>SAP Business One project manager, client project manager, SAP Business One consultants</b>

## Documentation

It is important that the following steps and results of this phase be documented.

- a) Handover from sales
- b) Project scope and organization
- c) Kick-off meeting results
- d) Service level agreement (SLA)
- e) SAP Business One software delivery
- f) Completion of Phase 1: Project Preparation

Please use the following templates as guidelines for corresponding project tasks and to create the necessary documentation:

*Handover from Sales Checklist* (DOC, 155Kb)

*Project Risk Assessment* (XLS, 99 Kb)

*Project Plan* (MPP, 223 Kb)

*SAP Business One Guides* (ZIP, 2,925 Kb)

*Kick-Off Meeting Presentation Template* (PPT, 552 Kb)

*Meeting Agenda Template* (DOC, 78 Kb)

*Meeting Minutes Template* (DOC, 72 Kb)

*Service Level Agreement* (DOC, 86 Kb)

*Software Delivery Receipt* (DOC, 135 Kb)

*Project Phase Signoff* (DOC, 130 Kb)

## Best-practice recommendations

Please find below a list of frequently asked questions and know issues for the implementation phase.

- **Include sales team in kick-off meeting** to assure that customer expectations set during the sales process are feasible and that product capabilities have not been miscommunicated

- **Explicitly confirm hardware, software, and resource availability** for kick-off meeting with client project manager and/or IT administrator
- **Perform** a high level **SAP Business One product demonstration as part of the kick-off meeting** in order to give all team members a visual understanding of the product and to address early questions
- Clearly **communicate time requirements for client resources**, i.e. when and how long they have to be available
- Client should **create an executive steering committee** in order to assure executive management support of the implementation project
- At the completion of the “Project Preparation Phase”, obtain a copy of the **“Project Phase Signoff” document signed by the client project manager**

## Business Blueprint (Phase 2)

The purpose of this phase is to achieve a common understanding of how the client intends to run SAP Business One to support their business. One or more requirements gathering workshops are conducted during which business processes and individual functional requirements of the client are defined and analyzed. In addition, the workshops serve to refine the original project goals and objectives as well as to revise the overall project schedule, if necessary. The result is the Business Blueprint, which is a detailed documentation of the results gathered during requirements workshops. The Business Blueprint serves as a technical and functional guide during the subsequent phases of the SAP Business One implementation project.

### Milestones

At the end of this phase, the following deliverables and objectives have to be completed:

**Milestone 2.1:** Schedule and conduct business requirement gathering workshops with client functional leads

**Milestone 2.2:** Create Business Blueprint

**Milestone 2.3:** Determine changes to project scope and time schedule (if applicable)

**Milestone 2.4:** Obtain project phase sign-off from customer for "Business Blueprint"

### Team members

The estimated duration of this phase is 26.5 hours. During the business blueprint phase, the following team members are required.

Team member	Estimated Time Commitment
SAP Business One Project Manager	7.5 hours
SAP Business One Consultant	24 hours
Client Project Manager	7.5 hours
Client IT Administrator	6 hours
Client Lead – Accounting	3 hours
Client Lead – Sales	3 hours
Client Lead – Operations	3 hours
Client Lead – Purchasing	3 hours
Client Lead – Logistics	3 hours
Client Lead - HR	3 hours

The SAP Business One project manager is responsible for scheduling the business requirements gathering workshops together with the client project manager. The SAP Business One consultants conduct the business requirements gathering workshops together with the client functional leads. The client IT administrator should attend the workshops. If this is not possible, he should be briefed on the outcome of each workshop to ensure that requirements defined are feasible in the client's IT environment.

During the business requirements workshops, client functional leads should be prepared to discuss details of each business process they oversee and to walk the consultant through their operations,

## Project tasks

The following lists the tasks that have to be completed during this implementation phase:

Task #	Description	Results	Est. duration	Team members
<b>1</b>	<b>General project management</b>		<b>1.5 hours</b>	
1-1	Review project plan	- Review minutes from kick-off meeting - Project plan is updated based on outcome of kick-off meeting	1 hour	SAP Business One project manager, client project manager
1-2	Schedule business requirements gathering workshops	- Business requirements gathering workshops are scheduled	0.5 hours	SAP Business One project manager, client project manager
<b>2</b>	<b>Business requirements gathering</b>		<b>19 hours</b>	
2-1	Conduct business requirements gathering workshops	- Business needs defined in detail in the areas of: * sales, * purchasing, * inventory management, * production and MRP, * financials and accounting, * service management * banking * reporting * business partner and item master data * chart-of-accounts  - Requirements defined for: * authorizations and data ownership * data migration * interfaces and integration points * system performance	15 hours (5 workshops at 3 hours each)	SAP Business One consultant, client functional leads, client IT administrator
2-2	Create Business Blueprint	- All relevant data (requirements, solutions, limitations, and gaps) are documented in Business Blueprint document	4 hours	SAP Business One consultant
<b>3</b>	<b>Review blueprint</b>		<b>5 hours</b>	
3-1	Review and discuss Business Blueprint	- Feasibility of business and technical requirements is determined	4 hours	SAP Business One consultants, SAP Business One

		- Limitations and gaps are established and solutions are agreed upon		project manager, client project manager
3-2	Review project plan	- Project plan is up-to-date based on Business Blueprint review	1 hour	SAP Business One project manager, client project manager
4	<b>Review Project Phase</b>	<b>- Obtain signed project phase sign-off</b>	<b>1 hour</b>	<b>SAP Business One project manager, client project manager, SAP Business One consultants</b>

## Documentation

It is important that the following steps and results of this phase be documented.

- a) Review meeting results
- b) Business process and technical requirements
- c) Completion of Phase 2: Business Blueprint

Please use the following templates as guidelines for corresponding project tasks and to create the necessary documentation:

*Meeting Agenda Template* (DOC, 78 Kb)

*Meeting Minutes Template* (DOC, 72 Kb)

*SAP Business One Business Blueprint* (DOC, 450 Kb)

*SAP Business One Guides* (ZIP, 2,925 Kb)

*Project Plan* (MPP, 223 Kb)

*Project Phase Signoff* (DOC, 130 Kb)

## Best-practice recommendations

Please find below a list of frequently asked questions and know issues for the implementation phase.

- **Conduct both one-on-one and group workshops** be able to discuss individual requirements as well as overlaps and dependencies between departments
- Have a **SAP Business One system available during the workshops** in order to be able to demonstrate how business requirements can be addressed by the system
- **Use client's chart-of-accounts** instead of creating a new chart-of-accounts as this will significantly reduce efforts for data migration and open balance reconciliation
- Communicate and document that **data migration includes only master data from legacy system to SAP Business One**; if client wishes to migrate historical transaction data, defer to a separate project following the initial implementation
- **Assure detailed documentation of requirements** in Business Blueprint and **emphasize to client** that even seemingly small **changes to scope and/or requirements can have a significant impact** on cost, resources, and timeline of the project

- Make sure to **obtain client sign-off on Business Blueprint**

## Project Realization (Phase 3)

This phase represents the most significant of the implementation phases. The purpose of Project Realization is to implement all the business process and technical requirements defined during the previous phases and documented in the Business Blueprint. During this phase, the consultants validate and update configuration and demonstrate processes while the customer updates the work instructions (business process procedures: BPP) and performs unit and integration tests.

### Milestones

At the end of this phase, the following deliverables and objectives have to be completed:

**Milestone 3.1:** SAP Business One production system installed and customized based on Business Blueprint

**Milestone 3.2:** Data migration complete (if applicable)

**Milestone 3.3:** System setup validated

**Milestone 3.4:** System testing complete

**Milestone 3.5:** Training and cut-over plan defined

**Milestone 3.6:** Obtain project phase sign-off from customer for "Project Realization"

### Team members

The estimated duration of this phase is 86 hours. During the project realization phase, the following team members are required.

Team member	Estimated Time Commitment
SAP Business One Project Manager	17 hours
SAP Business One Consultant	86 hours
Client Project Manager	17 hours
Client IT Administrator	40 hours
Client Lead – Accounting	20 hours
Client Lead – Sales	20 hours
Client Lead – Operations	20 hours
Client Lead – Purchasing	20 hours
Client Lead – Logistics	20 hours
Client Lead - HR	20 hours

The SAP Business One project manager is responsible for scheduling system configuration, as well as oversee and possibly execute any planning steps in cooperation with the client project manager. SAP Business One consultants perform the install of all SAP Business One components (operating system, database, SAP Business One, patches) on client hardware.

The client IT administrator is responsible for supporting the installation of the SAP Business One components. Client leads mainly need to be available for the creation of validation and test scripts as well as system testing and validation itself. Client leads are responsible to confirm that the configurations in SAP Business One correspond to the business requirements defined and provide the solution expected.

## Project tasks

The following lists the tasks that have to be completed during this implementation phase:

Task #	Description	Results	Est. duration	Team members
<b>1</b>	<b>General project management</b>		<b>18 hours</b>	
1-1	Plan organizational change management	- User roles are defined and assigned to business processes - Communication strategy for end users is defined	2 hours	SAP Business One project manager, client project manager, SAP Business One consultants
1-2	Plan end-user and administrator training	- Training strategy defined - Preliminary training schedule created - Training material is created	8 hours	SAP Business One project manager, client project manager, SAP Business One consultants
1-3	Define and prepare data migration	- Relevant item, BP, and balance data from legacy system is cleaned and filtered	8 hours	SAP Business One consultants, client IT administrator
<b>2</b>	<b>Production system setup</b>		<b>28 hours</b>	
2-1	Install SAP Business One production system	- SAP Business One with database installed on client hardware for intended production use	2 hours	SAP Business One consultants, client IT administrator
2-2	Complete system initialization	- SAP Business One system initialized based on Business Blueprint and SAP system initialization guide	2 hours	SAP Business One consultants, client IT administrator
2-3	Complete system configuration based on Business Blueprint	- SAP Business One system configured for production use based on Business Blueprint	8 hours	SAP Business One consultants, client IT administrator
2-4	Complete data migration	- All relevant item, business partner, and accounting data imported into SAP Business One	8 hours (depending on data volume and quality, this number varies greatly)	SAP Business One consultants, client IT administrator

2-5	Configure applicable interfaces	- Standard interfaces to print, fax, email, etc. configured and functional	4 hours	SAP Business One consultants, client IT administrator
2-6	Establish users and authorizations	- User list with authorizations is completed and users have been created in the SAP Business One system	4 hours	SAP Business One consultants, client IT administrator
<b>3</b>	<b>Organizational Change Management</b>		<b>2 hours</b>	
3-1	Conduct change management communication (if applicable)	- Roles, tasks, and training schedule have been communicated to end users - Vendors and customers have been informed about schedule and upcoming changes	2 hours	SAP Business One project manager, client project manager, client functional leads
<b>4</b>	<b>System validation/acceptance testing</b>		<b>8 hours</b>	
4-1	Maintain Business Process Master List	- List of all relevant core business processes relevant for the SAP Business One implementation is created	6 hours	SAP Business One consultants, client functional leads
4-2	Conduct business process and data validation/acceptance testing workshops	- All processes from the business process master list have been walked through in the system and have been reviewed - Data imported via data migration has been verified - Changes to setup or scope are documented	2 hours	SAP Business One consultants, client functional leads
<b>5</b>	<b>System Testing</b>		<b>26 hours</b>	
5-1	Define test cases and scope	- Test plan and cases created	8 hours	SAP Business One consultants, client functional leads
5-2	Prepare test environment	- Copy of production SAP Business One database created and initialized in SAP Business One test system	1 hour	SAP Business One consultants, client IT administrator
5-3	Execute test plan	- All test cases have been completed successfully	16 hours	SAP Business One consultants, client functional leads
5-4	Review test results and necessary changes	- Results and necessary changes are reviewed - Project plan is updated	1 hour	SAP Business One project manager, client project manager, SAP Business One consultants
<b>6</b>	<b>Cut-Over and</b>		<b>3 hours</b>	

Support Planning				
6-1	Define cut-over plan	- Cut-over plan defined	1 hour	SAP Business One project manager, client project manager, client functional leads, client IT administrator, SAP Business One consultants
6-2	Plan support strategy	- All support procedures and contacts are defined	1 hour	SAP Business One project manager, client project manager, client functional leads, client IT administrator, SAP Business One consultants
6-3	Plan system administration	- System administrator is appointed; tasks and responsibilities are defined	1 hour	SAP Business One project manager, SAP Business One consultants, client project manager, client IT administrator
7	<b>Review Project Phase</b>	<b>- Obtain signed project phase sign-off</b>	<b>1 hour</b>	<b>SAP Business One project manager, client project manager, SAP Business One consultants</b>

## Documentation

It is important that the following steps and results of this phase be documented.

- a) General project management tasks
- b) User and administrator training plan
- c) System validation
- d) System testing
- e) Changes required or desired after validation and testing
- f) Cut-over and support
- g) Completion of Phase 3: Project Realization

Please use the following templates as guidelines for corresponding project tasks and to create the necessary documentation:

*Meeting Agenda Template* (DOC, 78 Kb)

*Meeting Minutes Template* (DOC, 72 Kb)

*Change Management Communication Guide* (DOC, 585 Kb)

*SAP Business One Guides* (ZIP, 2,925 Kb)

*Business Process Master List* (XLS, 98 Kb)

*Training Plan* (DOC, 174 Kb)

*Test Strategy Guide* (DOC, 219 Kb)

*Test Case Template* (DOC, 78 Kb)

*Test Plans* (ZIP, 343 Kb)

*Issue Log* (XLS, 119 Kb)

*Change Request Form* (DOC, 141 Kb)

*Change Log* (XLS, 99 kb)

*Project Plan* (MPP, 223 Kb)

*Project Phase Signoff* (DOC, 130 Kb)

## Best-practice recommendations

Please find below a list of frequently asked questions and know issues for the implementation phase.

- **Involve client functional leads** constantly during the entire phase in order to make them feel considered and comfortable with the changes the new system will bring
- Clearly communicate to the client that **data quality and integrity for data migration is client responsibility**
- **Use the Configuration Express Wizard (CEW)** to initialize the SAP Business One system
- Conduct all or large parts of system validation/acceptance testing together with client in a **formal “Conference Room Pilot”**
- **End-users should log into system with their user ID and simulate relevant business processes** from start to finish
- **Print a copy of all output documents**, i.e. invoices, purchase orders, reports, etc., and financial statements and **have client sign off upon acceptance**
- Plan to initially train key-users and implement a formal **training concept**
- **Minimize the number of changes** to setup and scope you implement as testing and training are significantly affected; **document changes and reason for changes consistently** with change request forms
- **Schedule last business day before go-live on a Friday** in order to have the weekend for production preparation activities; complete business activities that Friday by noon

## Final Preparation (Phase 4)

The purpose of this phase is to prepare the SAP Business One system and the client organization for production go-live. Key activities during this phase include the completion of user and administrator training as well as a final fine-tuning of the SAP Business One system. As part of final system tests, necessary adjustments are made to resolve all remaining critical open issues. Cut-over activities are also completed during the Final Preparation phase.

### Milestones

At the end of this phase, the following deliverables and objectives have to be completed:

**Milestone 4.1:** Complete user and administrator training

**Milestone 4.2:** Confirm system readiness for go-live

**Milestone 4.3:** Complete cut-over activities

**Milestone 4.4:** Obtain project phase sign-off from customer for "Final Preparation"

### Team members

The estimated duration of this phase is 42 hours. During the final preparation phase, the following team members are required.

Team member	Estimated Time Commitment
SAP Business One Project Manager	4 hours
SAP Business One Consultant	42 hours
Client Project Manager	18 hours
Client IT Administrator	25 hours
Client Lead – Accounting	18 hours
Client Lead – Sales	18 hours
Client Lead – Operations	18 hours
Client Lead – Purchasing	18 hours
Client Lead – Logistics	18 hours
Client Lead - HR	18 hours

The SAP Business One project manager and the SAP Business One consultants are responsible for scheduling and conducting user and administrator training. Training scheduling and execution is supported by the client project manager and, from an infrastructure perspective, by the client IT administrator. Client functional leads and end users need to attend the relevant training.

System readiness checks need to be completed by the SAP Business One consultants and the client IT administrator. SAP Business One project manager and consultants as well as all client team members are responsible for the thorough completion of all cut-over activities.

## Project tasks

The following lists the tasks that have to be completed during this implementation phase:

Task #	Description	Results	Est. duration	Team members
<b>1</b>	<b>General project management</b>		<b>3 hours</b>	
1-1	Confirm training plan	- Training plan and schedule confirmed and communicated to users	1.5 hours	SAP Business One project manager, SAP Business One consultant, client project manager, client IT administrator
1-2	Finalize cut-over plans	- Cut-over plan finalized and communicated to end users	1.5 hours	SAP Business One project manager, SAP Business One consultant, client project manager, client IT administrator
<b>2</b>	<b>Training</b>		<b>24 hours</b>	
2-1	Key user training	- Key users trained	20 hours	SAP Business One consultants, IT administrator, client functional leads, client end users
2-2	Administrator training	- Administrator trained	4 hours	SAP Business One consultants, client IT administrator
<b>3</b>	<b>System readiness</b>		<b>4 hours</b>	
3-1	Complete system administration	- All administrative settings are complete - SAP Business One client installations are complete	2 hours	SAP Business One consultants, client IT administrator
3-2	Conduct Go-Live check	- Go-live checklist completed	2 hours	SAP Business One consultants, client IT administrator, client project manager
<b>4</b>	<b>Cut-over</b>		<b>10 hours</b>	
4-1	Finalize legacy system processing	- Final legacy transaction and master data maintenance complete by noon of last day before cut-over - Significant changes since last data migration run are documented and have been imported into SAP Business One	4 hours	SAP Business One consultants, client project manager, client functional leads
4-2	Conduct cut-over	- Opening balances transferred into SAP Business One system	6 hours	SAP Business One consultants, client

		<ul style="list-style-type: none"> <li>- Pilot processes can be completed successfully in SAP Business One according to cut-over checklist</li> <li>- User manuals have been created (if applicable)</li> <li>- Customer has been provided with a S-number to access SAP Customer Portal</li> </ul>		project manager, client functional leads, client IT administrator
5	<b>Review Project Phase</b>	<b>- Obtain signed project phase sign-off</b>	<b>1 hour</b>	<b>SAP Business One project manager, client project manager, SAP Business One consultants</b>

## Documentation

It is important that the following steps and results of this phase be documented.

- a) Training plan
- b) System readiness
- c) Cut-over
- d) Completion of Phase 4: Final Preparation

Please use the following templates as guidelines for corresponding project tasks and to create the necessary documentation:

*Meeting Agenda Template* (DOC, 78 Kb)

*Meeting Minutes Template* (DOC, 72 Kb)

*Training Plan* (DOC, 174 Kb)

*Project Plan* (MPP, 223 Kb)

*Go-Live Checklist* (DOC, 200 Kb)

*Cut-Over Checklist* (XLS, 44 Kb)

*Issue Log* (XLS, 119 Kb)

*Change Request Form* (DOC, 141 Kb)

*Change Log* (XLS, 99 Kb)

*Project Phase Signoff* (DOC, 130 Kb)

## Best-practice recommendations

Please find below a list of frequently asked questions and know issues for the implementation phase.

- **Communicate training and cut-over plan to all client stakeholders** with an official announcement, i.e. in writing
- Use **SAP Business One flash books** for training and Q&A sessions

- **Leverage SAP Business One classroom material** available on the PartnerEdge Portal (<http://channel.sap.com> -> Education -> Classroom Training -> Classroom Material)
- **Allow each user to work on the SAP Business One system individually** during training

## Go-Live and Support (Phase 5)

The purpose of this phase is to cut over to live productive operation and to continuously support and improve live operations. The Go-Live and Support phase consists of two distinct phases. First, the project is completed with a formal “Project Closing”. During this time, the system is used productively in day-to-day operations, all issues and problems are resolved, transition to the production support team finalized, knowledge transfer completed, and the project signed off. Subsequently, the “Continuous Improvement” phase begins during which the production support team monitors the system and resolves live business process issues. Proper change management procedures are established and ongoing end user training is conducted. Plans are made to continuously review and improve business processes and the “Review and Optimization Conference” is scheduled and conducted.

### Milestones

At the end of this phase, the following deliverables and objectives have to be completed:

**Milestone 5.1:** SAP Business One system fully implemented in production

**Milestone 5.2:** Obtain project phase sign-off from customer for “Go-Live and Support” as well as final project completion

**Milestone 5.3:** Conduct “Review and Optimization Conference”

### Team members

The estimated duration of this phase is 28 hours. During the go-live and support phase, the following team members are required.

Team member	Estimated Time Commitment
SAP Business One Project Manager	16 hours
SAP Business One Consultant	28 hours
SAP Business One Account Manager	6 hours
Client Project Manager	8 hours
Client IT Administrator	18 hours
Client Lead – Accounting	6 hours
Client Lead – Sales	6 hours
Client Lead – Operations	6 hours
Client Lead – Purchasing	6 hours
Client Lead – Logistics	6 hours
Client Lead - HR	6 hours
Client Executive Steering Committee (if applicable)	6 hours

The SAP Business One project manager and consultants are responsible for initial on-site support and coordination of support escalations.

The client project manager and the client IT administrator assist the SAP Business One team in its support efforts. The client IT administrator executes all administrative tasks and gradually takes ownership of all support activities and procedures.

The client functional leads monitor that the SAP Business One system is used properly and consistently by end-users. As key users, client functional leads also have to be available to answer general usability questions and provide first-level functional support.

The entire team should participate in the “Review and Optimization Conference”.

## Project tasks

The following lists the tasks that have to be completed during this implementation phase:

Task #	Description	Results	Est. duration	Team members
<b>1</b>	<b>Production support</b>		<b>22 hours</b>	
1-1	Provide on-site support during initial go-live	- SAP Business One consultant on-site to immediately respond to any issues	20 hours	SAP Business One consultants, SAP Business One project manager, client IT administrator
1-2	Resolve critical outstanding critical business or technical issues	- All critical outstanding issues resolved	N/A	Client IT administrator, client functional leads, SAP Business One consultants
1-3	Hand over support and system administration to client team	- Client team has taken over support and system administration - Go-Live checklist in PartnerEdge Portal has been completed to activate support	2 hours	Client IT administrator, client project manager, SAP Business One consultants
<b>2</b>	<b>Project closing</b>		<b>2 hours</b>	
2-1	Conduct project closing meeting	- Project plan reviewed - All milestones completed successfully - “Review and Optimization Conference” scheduled - Customer has signed final project acceptance	2 hours	Project team (see 5.2)
<b>3</b>	<b>Continuous improvement</b>		<b>4 hours</b>	
3-1	Monitor system	- All issues are recorded - Enhancements to performance, functionality, usability, etc are recorded	N/A	Client IT administrator, client project manager, client functional leads

3-2	Conduct "Review and Optimization Conference"	- "Review and Optimization Conference" completed - Post Go-Live checklist completed	4 hours	Project team (see 5.2)
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## Documentation

It is important that the following steps and results of this phase be documented.

- a) Open critical issues
- b) Handover of support and administration to client
- c) Completion of Phase 5: Go-Live and Support
- d) "Review and Optimization Conference"

Please use the following templates as guidelines for corresponding project tasks and to create the necessary documentation:

*Issue Log (XLS, 119 Kb)*

*Meeting Agenda Template (DOC, 78 Kb)*

*Meeting Minutes Template (DOC, 72 Kb)*

*Project Plan (MPP, 223 Kb)*

*Project Phase Signoff (DOC, 130 Kb)*

*Post Go-Live Questionnaire (DOC, 148 Kb)*

## Best-practice recommendations

Please find below a list of frequently asked questions and know issues for the implementation phase.

Provide initial **go-live support with at least one SAP Business One consultant on-site** with the client

Conduct **handover of administration and support responsibilities step-by-step**, but **document final handover**

Refer to the "**Integrated Implementation and Operations Concept**" on Channel Partner Portal

**Involve the local SAP country organization early**, in case of implementation issues

**Involve SAP Business One account manager as well as client steering committee** (if applicable) in project closing and "Review and Optimization Conference"

Schedule "**Review and Optimization Conference**" **four to six week after project closing meeting**

## Summary

The objective of the “SAP Business One Accelerated Implementation Program” is to provide SAP Business One implementation partners with an implementation methodology.

The SAP Business One Accelerated Implementation Program structures the SAP Business One implementation process in five phases: Project Preparation, Business Blueprint, Project Realization, Final Preparation, and Go-Live and Support. Each phase contains a detailed set of deliverables, tasks, and responsibilities and clearly defines milestones that have to be completed before moving on to the next project phase. In addition, it includes tools, templates, and best-practice recommendations for the successful completion of each phase.

For more information, please go to <http://channel.sap.com> or contact your local channel manager.

## Useful Links and Documentation

The following sections contain additional links and documentation useful for SAP Business One implementation partners. Please note that all links refer to the SAP Channel Partner Portal which can be accessed at <http://channel.sap.com>.

### Installation Guides

With each release and patch, the following guides are attached to the package, located in the "Documentation" folder:

- DTW (Data Transfer Workbench) Installation Guide
- Glossary – provides a brief explanation of each window
- SDK Implementation Version Installation Guide
- SupportTools Add-on Installation Guide
- License Guide explaining the 2005 license model
- Service Manager Guide to configure automatic backups, fax and E-mail.
- Installation Guide - contains information such as system requirements, and, SAP Business One installation. Separate guides for SQL, DB2 and Sybase.
- Security Guide explaining setting up security in the database level. Separate guides for SQL, DB2 and Sybase.
- Solution Guide - contain information regarding the Database maintenance. Separate guides for SQL, DB2 and Sybase.

### Release Notes/Last Minute Changes Document

The Release Notes document is issued on the core product CD with every release or service pack. The Last Minute Changes document is issued on the add-on product CD and in every add-on release or service pack. Both documents contain the latest information on the software after the release has been closed. Therefore, it is very important to always review these documents with each release and also inform the customer about any procedures that may apply.

### Documentation Resource Center

Additional documentation about certain business processes in SAP Business One (for example Perpetual Inventory, Bill of Exchange, etc.) or certain features (for example Print Layout Designer, Query Wizard) can be found in the Documentation Resource Center on the SAP Channel Partner Portal at <http://channel.sap.com/sbo/documentation> under „How-To Guides“.

### Notes Search

You can find Information on existing solutions in the SAP Notes. There is a direct link from the SAP Channel Partner Portal home page to the SAP Notes Search or you can use the quick: <http://channel.sap.com/sbo/support>. It is important to limit the search criteria.

Useful notes for implementation:

- 600813 – Transfer printout templates from one document to another
- 614616 – Copy user settings from one user to another user
- 595877 – Blocking a document template against user changes
- 571681, 649675, 618855 – Generate next BP code automatically
- 713367 – Name prefixes for SAP Business One Add-ons
- 702010 – Reserved names for user-defined tables and fields

## Year End Closing Guide

It is strongly recommended to consider the year-end closing during implementation as well as performing the first month or quarter end closing together with the customer soon after going live. Tips and tricks on how to perform year-end closing activities within SAP Business One can be found in the Year-End Closing Guide. Please be aware that this guide does not cover the legislation of the different countries specifically.

You can find the Year End Closing Guide in the Documentation Resource Center.

## Basic Training

You can find information on the overall training concept and how to get your certification status in the SAP Channel Partner Portal, quick link <http://channel.sap.com/education>. You should choose your role (for example Solution Consultant) and then choose Certification Curriculum for an e-learning based training. For scheduled classroom trainings, choose Register for Classroom Training. You might also find the latest schedule on training classes in local SAP Business One information published by the country or via the local SAP contact persons.

## Expert E-Learning

For more experienced SAP Business One Solution Consultants online expert materials are available. Use the quick link <http://channel.sap.com/education> in the SAP Channel Partner Portal and then choose the role Solution Consultant and access the Online Learning Map Expert Curriculum.

## Delta Training

Training material on new features and functions in a new release is available as online training in form of WebEx Sessions (live and recorded). You can find it on the SAP Channel Partner Portal under the quick link <http://channel.sap.com/education>. Click on the Webinar Series on the left. Here you will find schedules webinars and archived recorded webinars.

## SDK Guidelines

For any developments using the SDK, check the standards and guidelines in the SAP Channel Partner Portal under <http://channel.sap.com/education>. You should choose the role Developer Consultant.

## Solution Partners

In the SAP Channel Partner Portal, you can also find a partner solution directory, giving you the possibility to search for existing partner solutions for SAP Business One and join the SAP Solution Developers Network (SDN).

You can find this solution directory in the SAP Channel Partner Portal: choose <http://channel.sap.com> select the Partner Networking link on the top of the page.

## S-User Administration

S-users are designed to allow you to log onto the SAP Channel Partner Portal. An initial S-user is generated by SAP and is assigned to the principal in your organization that signed your SAP Business One Reseller contract.

Use the quick <http://service.sap.com/user-admin> in the SAP Channel Partner Portal to request additional S-users and update authorizations.

## Software Upgrade and Patches

Use the quick link <http://service.sap.com/sbo-swcenter> in the SAP Channel Partner Portal to download the latest available upgrades and patches for the SAP Business One releases and add-ons. Please make sure that you check the Release Updates or Last Minute Changes document for Service Packs or the patch info file.

## License

Information on the new licensing architecture in SAP Business One 2004 can be found in the Licensing Guide available on the product CD. You can request a license key online using the quick link <http://channel.sap.com/sbo/support> in the SAP Channel Partner Portal. Click the License Key Request link on the bottom left.

## Support Messages

In order to open a support message, there is a direct link from the SAP Channel Partner Portal home page or you can use the quick link <http://channel.sap.com/sbo/support>. For customer messages, you can access the SAP Business One Customer Portal in the SAP Channel Partner Portal under the link <http://channel.sap.com/sbocustomer>. You can accelerate the response time by supplying all the required information. This information is also maintained in note 701159.

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