

Superuser service

D365 Business Central



Content

What is a superuser?	3
The content of the service.....	4

In this document is introduced Redocap Ltd. Process consulting models and results. The need for consultation is different for every customer, so models and results introduced in this documentation are mainly guidelines for the start of effective collaboration. The consultants of Redocap Ltd. aim to support customers' needs as effectively as possible. Operating models are formed individually for the customer.

What is a superuser?

During and after the ERP project, end users face many challenges that can be solved quickly with expert guidance. In such situations, the main user is the key to the smoothness of the operation. The main user's primary task is to act as an internal support person for the customer, and as a contact between the customer and the supplier. Often, however, a person who does not have the prerequisites to cope with the tasks required by the role is appointed to the role of administrator. Often, one's busy schedule and limited understanding of the system cause problems and irritation for both the main user and the end users. Characteristics of a good administrator include, among others:

- Commitment to the project and learning the system
- Good understanding of enterprise resource planning systems
- Good understanding of business processes and process management
- Great communication skills
- Proactivity and motivation

Redocap Oy offers a Superuser service, which ensures that all superuser tasks are handled appropriately and the end users are satisfied.

The content of the service

With Redoflow Superuser service, Redocap's expert supports and instructs the organization's end users, ensuring efficient use of the system. You can make the necessary resource reservation, within which you can use our expert's know-how on a daily, weekly, or monthly basis in the day-to-day work of the organization, making it more efficient. You can contact the expert whenever necessary within the agreed response times and, for example, quickly agree on training aimed at improving the use of the system. In addition to this, problem situations are treated as a priority, which ensures that the business is not disrupted unnecessarily. You can utilize the expertise of the superuser for example:

- End user support
- Resolving problems within the system
- Fixing end user mistakes
- Training sessions
- Setups
- System consultation



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