

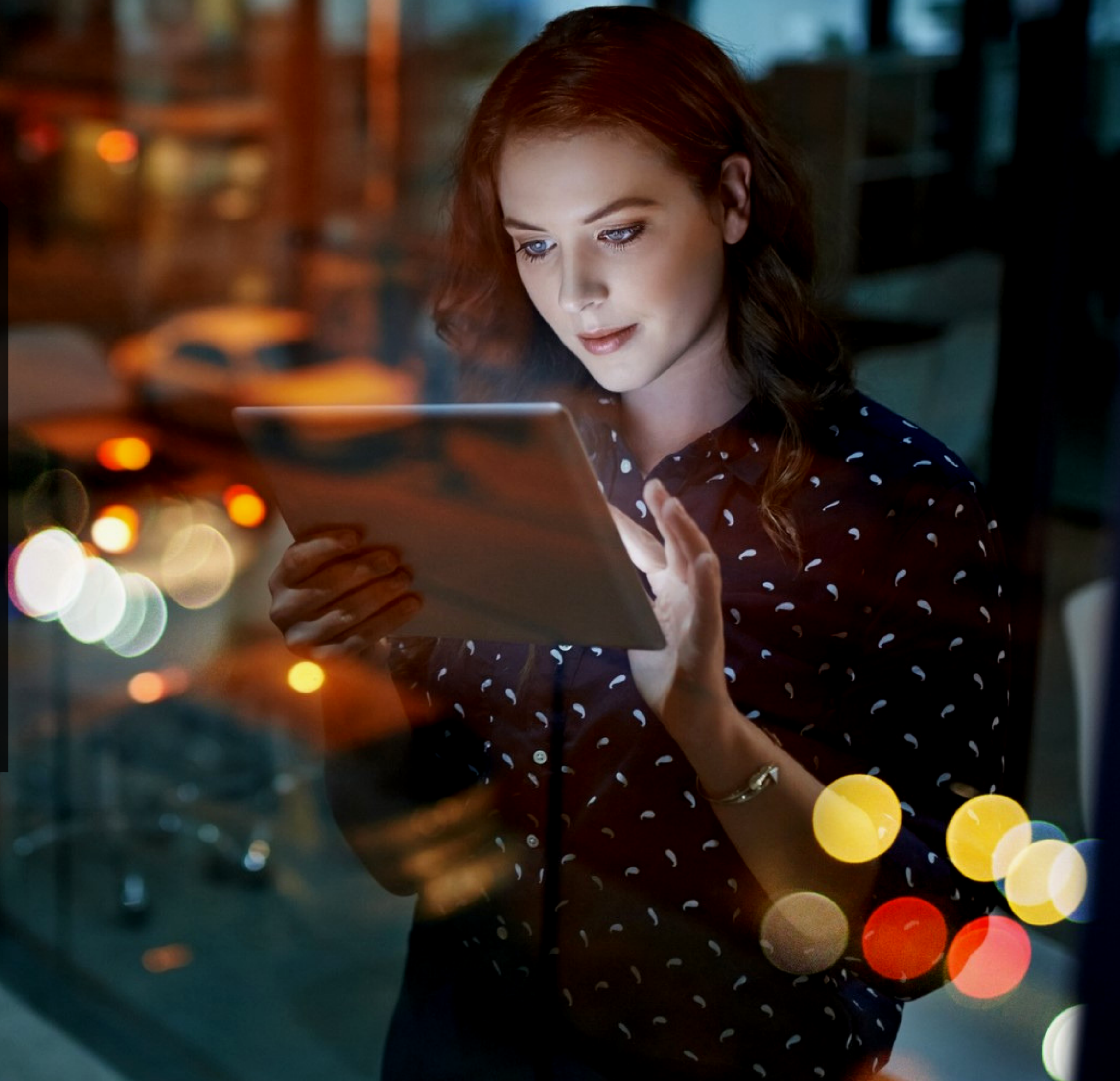
Switch – FAQs

Helping to answer all your questions
on the Business Central Switch Program

About Switch

Changing ERP systems doesn't have to be complex and it shouldn't cost you the earth. With the Business Central Switch program you can be ready to go in a matter of days and on a scalable solution ready for when you need to take your business to the next level.

You aren't paying for expensive ERP functionality that you will never use, just the bits your business needs right now and on a platform that means that when you need more, it's right there for you.



Why should I Switch?

The Switch program allows your business to make a quick and painless transition from your existing ERP solution to Microsoft Dynamics 365 Business Central, with minimal disruption to your business. It is based on providing you with the "most viable product" which means you get all the functionality your business needs right now, safe in the knowledge that as you grow or change the system can grow with you.

How much does it cost to Switch?

There are none of the highly complex and highly expensive costs traditionally associated with changing ERP systems. Switch allows you to start with what you need and grow! The base bundle gives you everything you need for a one off cost of £6,590.00. All you then need to do is add your users. These are priced at £64.80 per user per month for your main users and for those just needing access for information we have a team licence at £20 per user per month. These licences include full user support which means there are no hidden extras!

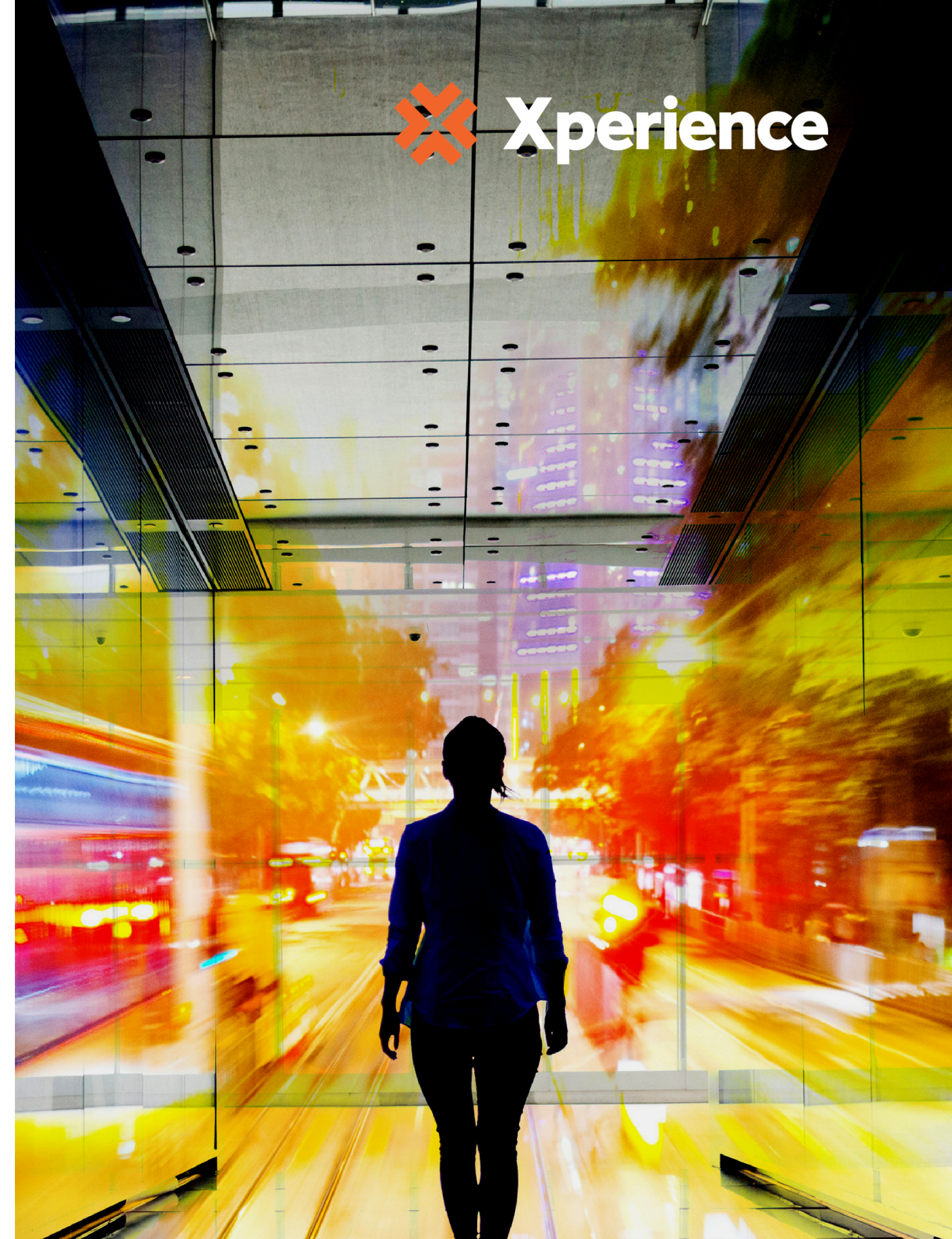


What's included in the Switch Model?

Our switch model is made up of standard core product functionality, complemented by a range of added feature bundles, allowing you to build the Switch solution you require. Bundles can be added at the start of your journey, throughout the program or at the end as the next stage of your business transformation investment.

I'm more than just the finance...How can I switch?

The Switch program is designed with a base financial bundle at its core however, we know that isn't always right for everyone, that's why we have additional bundles which include the likes of stock and warehouse management available for you to add as you need. This means that you can take a core switch program and "switch it up" to make it your own.



How long does it take to Switch?

A typical Switch project is rolled out in as little as 8 days, but these can be scheduled and paced to suit you and your business.

Who configures my software?

We will get your Business Central Account and System setup and configured for you, linking it to Microsoft Outlook and Microsoft Teams if you wish, so that you have one system to run your business efficiently and effectively.

We are working from home at the minute, how do you carry out my project?

The Switch program is a fully remote process! Working on and providing successful implementations remotely isn't new to us so you are in safe hand! We use Microsoft teams for all our sessions to ensure a seamless and personal approach to your project. All sessions are also recorded so you can look back on the training delivered at any time.

Will I be involved in the setup process?

Absolutely, it is your solution so input is key. During our standard switch program we will need you to import your customers, Opening Balances, Customer/Supplier Accounts and Data.

How quickly can I get started with Switch?

Once you have purchased your Switch Bundle, we will liaise with you to kick off the project and provide you with a number of data templates to complete. We will be on hand to help you should you run into any issues. We can be ready to start your project in as little as 2-4 weeks.



What data do I need to provide from my existing system?

Xperience will ask you to provide us with an export from your existing system that includes data relating to Customers, Suppliers and Bank Accounts. If you use a common ERP solution such as Sage or Pegasus Opera, we have import bundles available to purchase to help you with this process.

What if I outgrow the system?

It is important to remember that even though you have rolled out Business Central in a very short period of time, you have not lost any of the potential Business Central can bring to your business. Business Central is a SaaS based solution so you will get access to the latest features as soon as they are released and you can reach out to us if you have queries on their use or application within your business. We also have a range of bundles which you can add to Business Central at any time which include training around key functions but also additional tools that you may find beneficial.

Is training covered during the Switching process?

As part of all Switch implementations, basic and advanced training is provided to your super users, so that they can then forward their newly found Business Central skills to all members of your team. It is the most cost effective way to carry out training and it's also a great way of getting 'super users' and system supporters across your business.

That seems like a lot of work, I won't have time.

Don't worry if this feels too much, we have a range of add-on bundles that allow us to facilitate the data migration on your behalf.



Do you need to scope my current system and processes?

Yes, but not in a traditional fashion. We are not looking to tailor a platform, we are looking to give you a kick start platform to set you on a trajectory of continued product and business success. If your requirements exclude you from the Switch Program, we will work with you to help you best understand a route forward with Microsoft Business Central as we have many other program and project options available.

My current ERP solution is heavily customised is that a problem?

There are many reasons why an ERP system has been customised or made bespoke. Customisation may have been carried out to give a solution features it did not have out of the box, and many of those features now exist in other, more modern solutions natively. We will help you determine if a Switch program is possible based on your existing customisation. If it isn't, we can discuss other ways we can help you make the move to Microsoft Business Central.

I am not sure if I need the standard Chart of Accounts or a unique set of Chart of Accounts, how do I decide?

We will provide you with a sample set up Chart of Accounts that have been set up to make full use of the Business Central system, if after viewing this example you feel you want a unique chart of accounts, you have the option of adding the COA bundle to your Switch purchase, this will allow the time for a COA structure to be set-up tailored to your business.

I have been using my old system for some time, will you bring my transaction history across?

To keep the implementation as simple as possible we will only be bringing across opening balances. We can review the historical information you would like to take across and work to adjust your bundle to include this if you need.

Once I complete the required data import sheets how soon can I get started?

We would ask that data is with us approx. 2 weeks before we start your switch. We will work with you to make sure everything is ready, and will schedule in an appropriate start date.

Will I need to test the system?

We will undertake the testing for you. Our Microsoft Business Central Switch program is designed to work out of the box. It's not bespoke and will not have any unique or custom functionality. However, as such we will ask your users to participate in readiness workshops. We support you through these and it's a great opportunity to try your processes in the solution in a controlled environment before we hit the 'go live' button.

When will I expect to "Go Live" with Switch?

Once both yourself and Xperience are fully happy with the Switch install, month end has been completed in your current system, and all of the relevant opening balances have been entered into the system, you will then be ready to GO LIVE.

Will there be any downtime?

Any project of this type should expect some downtime as part of the process. However, given that the Switch program can be set up and ready within eight days, any downtime is kept to a minimum.

What ERP system do I need to be on before I would be accepted on the Switch program?

We will consider every scenario, even those where prospective clients have no ERP or accounts solution in place. We have worked with clients who have moved from from Xero, Sage 50, Pegasus Opera, Quick Books and Exchequer.

Will the dynamics 365 Business Central Switch Program give me integration with my other applications?

Standard integrations will be included in your Switch program to Microsoft Outlook and Teams to ensure you are maximising on the collaboration capabilities of your new solution. For other integrations, Switch doesn't include this "out of the box". This doesn't mean its impossible, because Microsoft Business Central can grow as your business grows, we can work with you to maximise how you use Business Central and help develop the product further including looking at integrations. Our teams will look at your surrounding applications and give advice and guidance on whether you could achieve the same functionality right within the Business Central solution and or Microsoft Suite of applications... you never know, you may never have to integrate into another product again.

Do I need to worry about my current IT Platform?

Typically, no. As a Software as a Service product, Microsoft Business Central is fully hosted in Azure and is accessed via a web browser. However, we would encourage all clients to consider their current broadband solution and ensure that it is fitted and ready for life in the cloud. If you are unsure we can help you find the most suitable broadband fit or security bundles for your business.



After the Switch Program is complete, is that us?

That depends on you, but we like to build strategic, long term relationships with our clients so we hope this is just the start of our journey. Xperience will give you a dedicated Client Account Manager who will stay in touch with you and help you understand how your Business Central solution can grow and adapt over time to best suit your business.

What's the catch?

There is no catch. Every day we speak to business owners who cannot move to a new, modern and fit for purpose ERP solution because of cost, time and effort. We understand now more than ever that it is time for many businesses to invest in an ERP system that works for their business. Our Microsoft Business Central Switch Program is purpose built to get you up and running as quickly and efficiently as possible.

If your question isn't covered above, just reach out!

The team are ready and able to talk to you about any concerns or queries.

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