



The Competitive Edge Since 1986.

RTE Announces SYSPRO Issue 10 Upgrade Services

As your technology partner, RTE can provide business and technology experience to help you get the most out of your software systems and ultimately, to help your business grow. RTE can provide any or all of the following services to those of you who would like some assistance throughout the upgrade process.

Readiness Assessments

- ▶ Hardware Assessment - evaluate servers, workstations, database infrastructure; identify gaps, recommend beneficial upgrade strategy
- ▶ Functional Impact Assessment - evaluate organizational usage of SYSPRO, determine areas most affected by enhanced features in Issue 10; identify opportunities to exploit new functionality
- ▶ System Assessment - evaluate custom programming, reports, documents; investigate external utilities, software interfaces; identify need for revision to customized items

Testing

RTE can assist you in deploying a parallel testing environment. In RTE's test lab, your current data can be converted to Issue 10. Operational testing can be done to identify any necessary process adjustments before they occur in your production environment.

Customization Updates

RTE can upgrade, re-compile, and test any customized programming originally developed by RTE. RTE can also help you evaluate whether or not the new customization capabilities within Issue 10 provide you with a more streamlined solution.

- ▶ Trigger programs
- ▶ Screen customizations
- ▶ Custom interfaces
- ▶ Custom sub-systems (e.g. web-based order forms, product configurators)

Training

RTE can develop a customized curriculum for your organization to help you “hit the ground running” with new Issue 10 features. RTE also offers train-the-trainer sessions for your in-house experts. Some possible topics:

- ▶ Issue 10 – new features, new look and feel
- ▶ New Sales Order entry screen
- ▶ SYSPRO Reporting Services
- ▶ Screen Customizations
- ▶ VB Script Customizations

Installation/Conversion

If you are looking to upgrade your production environment, RTE can assist with the tasks associated with the upgrade process including:

- ▶ Migration to new hardware
- ▶ Server upgrade
- ▶ Client upgrades

Go Live Support/Stabilization

A system upgrade can be a nerve-testing time, especially with all the other projects on your plate. You can arrange to have RTE's technical support team available during off-hours or weekends as you complete your conversion, or for the ultimate peace-of-mind, an RTE representative can be at your facility during the first hours or days of operation on Issue 10.

RTE can facilitate a smooth system upgrade that minimizes the impact to your day to day business operations. RTE's Go Live and stabilization expertise includes on-site support during the upgrade process.