Engagement & Deployment
For Essential Plan

Lightning Bug Foods

Prepared by: Michelle Barr
Date: _____

ENGAGEMENT PLAN

Project Overview

The objective of this project is for Firefly Business Group team to provide a pilot and deployment of Acumatica software for Lightning Bug Foods located at CUSTOMER ADDRESS. Firefly will work with Lightning Bug Foods staff during the pilot process so that a complete test of current transaction processing can be accomplished.

The target go-live date for the Acumatica deployment is _____, 2020.

Objectives

- Deploy the most current version of Acumatica software
- Create one Acumatica Environment for Lightning Bug Foods with a database to support ONE company
- Provide assistance with migration of data from _____
- Utilize Acumatica to improve data insight via workspaces and increase cross-functional business process efficiencies with improved feature functionality available.

Project Scope

Firefly Business Group will configure Acumatica software and provide training for Lightning Bug Foods to deliver functionality in the following areas:

- Advanced Financials
    - General Ledger
    - Accounts Payable
    - Accounts Receivable
    - Cash/Bank Management
- Advanced Distribution
    - Purchasing
    - Inventory
    - Sales Orders
- Advanced CRM
- Project Accounting
- Fixed Assets
- Acumatica WMS
- Acumatica Payroll
- Firefly Food Production
- Report Writing
- Monitoring & Automation
- Mobile Application

Additional Acumatica modules included on the proposal and purchased after initial deployment will be deployed by Firefly.

Project Team, Management and Responsibilities

Firefly Project Team

Firefly will be providing several members of their staff to concentrate on this deployment and are picked to represent different areas of the deployment due to their skill set. While you may work largely with one or two people during the project, it is in the best interest of Firefly and Lightning Bug Foods to have many members of the Firefly team be familiar with your setup and process for future ongoing work and support needs.

Firefly Project Roles

Firefly will provide project oversight via a Project Manager who will be responsible for:
- o Working and coordinating with client Project Manager on all project related matters
- o Meeting with internal Firefly team as needed.
- o Project Kickoff
- o Project Planning
- o Resource scheduling
- o Coordination and enablement of project activities
- o Progress and status tracking

The Firefly team for this project will be as follows although others may be involved:

MEMBER	PROJECT ROLE / RESPONSIBILITY	EMAIL	877-589-8677
Michelle Barr	Project Manager	michelle@fireflybusinessgroup.com	Ext 102
Lisa Michael	Lead Consultant	lisa@fireflybusinessgroup.com	Ext 104
Meagan Bellows	Consultant / Training	meagan@fireflybusinessgroup.com	Ext 109
Sheryl Dodge	Consultant / Training	sheryl@fireflybusinessgroup.com	Ext 101
Chris Conlon	Technical Consultant	chris@fireflybusinessgroup.com	Ext 111
Melanie Martinez	Technical Consultant	melanie@fireflybusinessgroup.com	Ext 108

Lightning Bug Foods Project Team

The Lightning Bug Foods project team will be largely responsible for the success of the project. Firefly is here to provide support in deployment, data conversion, training and project management / guidance but we can only go so far. The validation of the system and the readiness for go live will rest mostly in the hands of the Lightning Bug Foods project team. The Lightning Bug Foods project team at the end of this project, must understand the system, be able to provide some support and training to the users of the system as time goes on, and to be able to identify areas to improve as the system matures.

Members of the Lightning Bug Foods project team are also referred to as Core Users throughout this document as they should be picked to be part of this project based on their understanding of the Lightning Bug Foods requirements, able to make decisions for setup and capable of handling training sessions that may involve a change in original process based on new information discovered.

Required Lightning Bug Foods Project Roles

- Executive Sponsor
    - o Give the authority to allow the project manager to carry out his/her position for this project.
    - o Allow additional time for the Project Team to deploy, test the system and to understand the time demands necessary for a successful project.
    - o Champion the project throughout the organization.

- Project Manager
    - o Coordinate efforts including scheduling, documentation and communication throughout the project.
    - o If not already communicating, meet with Firefly project manager at a minimum of every 2 weeks via phone during the project to review status of project and to report any issues with the deployment or schedule.
    - o Regularly meet with internal team to make sure tasks are on target.
    - o Become a "Super User" of the Acumatica system that includes being involved in most training and decision-making processes.

The Lightning Bug Foods team for this project will be as follows:

MEMBER	PROJECT ROLE / RESPONSIBILITY	EMAIL	PHONE
	Executive Sponsor		
	Project Manager		

DEPLOYMENT PLAN

Deployment Phase Overview

The following outlines the services that are in scope for this project with respect to Acumatica software deployment and are included in the signed purchase agreements unless specifically outlined below to be an additional charge.

System Blueprint

Firefly will conduct an onsite System Blueprint which is an in-depth discovery session to uncover the processes and requirements used to determine the key integration points of the software. This session is not to be considered training but rather an information gathering process for the Project Team to make decisions related to:

- o Settings/Configurations of modules within the software
- o Requirements for Master Data set-up
- o Data Strategy and requirements including reporting needed
- o Modifications in the use of the standard software, if any are required

Company Setup and Data Conversion

Firefly will provide one Test company and one Live company. The Live company is actually created first with anticipated data for final setup, then a secondary company is created from this data to be used for pilot, training and testing purposes. Tasks include:

- o Initial company creation and conversion

    - Firefly will create and update module settings and preferences based on information collected from blueprint meeting.

    - Firefly will add Core Users and setup basic roles based on Acumatica role templates for security levels.

    - To prepare the Test company for process review, Firefly will import limited Lightning Bug Foods data using Excel templates provided for the following:

        - Chart of Accounts and Sub Accounts – Need full list
        - Customers – Limit 10
        - Vendors – Limit 10
        - Stock and Non-Stock Items – Limit 30

    - Firefly will copy this company to create a secondary Test company. This company will be used for process review, training and decision making on the final company setup.

    - Lightning Bug Foods will manage all data changes in current software system for how they will want to use it in Acumatica, i.e. Item or customer name changes.

- o Live company and final data conversion to be prepared after User Acceptance Confirmation.

  - ▪ IMPORTANT - The Test company becomes the Live company's data without the transactions. All data setup in this company will need to be maintained knowing that it will copy over to Live company. For example, if you change a customer setting for testing then make sure that the final setting is how you will want this customer in your Live company. If you setup a test customer or item, then put the word test into the name so it can be deleted later.

  - ▪ Master Data Import - At a point in time and no later than one month prior to go live, the final data for Customers, Vendors and Stock Items needs to be completed by Lightning Bug Foods and provided to Firefly for import. This will only be done ONE TIME otherwise it will be billed hourly.

  - ▪ Any additional Customers, Vendors and Items during the last month prior to go live need to be entered manually by Lightning Bug Foods into the Test company. If you choose to have Firefly import this data then this will be billed hourly.

  - ▪ The setup and assignment of employee security roles should be done in the Test company and tested as it will transfer to the Live company. Any in-depth creation and management of security roles will be the responsibility of Lightning Bug Foods. Lightning Bug Foods will be responsible for setting up all other users (different from employees) in the Live company once it is created.

- o Final Go Live Activities

  - ▪ Lightning Bug Foods will be responsible for preparing open balances including cleaning up data that should not be transferred into Acumatica and ensuring that the detail lists balance to the accounting ledger. Firefly will import the following data into Acumatica based on predetermined cutoff date.

    - • Accounts Receivable Unpaid Invoices and Credit Memos
    - • Accounts Payable Unpaid Invoices
    - • General Ledger closing Trial Balance
    - • Inventory on Hand Quantity and Cost
    - • Open Sales Orders
    - • Open Purchase Orders

  - ▪ Assistance to export data from other systems and/or manually manipulate data that is provided in poor condition will be billed separately.

  - ▪ Historical data, including prior months trial balances or other data transactions not mentioned above will be billed separately.

Training/Process Review

Training courses are available on the Acumatica Open University website using standard Demo data. This website provides Videos, Course Work and Job Aids.

Process review sessions will be provided remotely by the Firefly team using data in the Test company setup for Lightning Bug Foods. The purpose of these process review sessions is to develop best practices for how Lightning Bug Foods will utilize Acumatica in their live environment. This process review will also provide a basic understanding of the software. These sessions are recorded and available for reference during the deployment.

Firefly will only provide process review sessions to the Core Users. It is the responsibility of the Lightning Bug Foods Core Users to train all other employees.

Testing

Some preliminary testing will be provided by the Firefly team of the setup and data imported. The primary responsibility of testing will belong to the Core Users identified by Lightning Bug Foods as they understand the data and requirements for the live environment. Testing responsibilities include but are not limited to:

- o Take ownership of writing work instructions and documenting business process flows.
- o Identify, document and report gaps in system configuration and set up.
- o Sign off on final business processes as configured in the system.

Report Modifications

As part of the quoted deployment, the following reports will be modified by the Firefly team to meet Lightning Bug Foods specification. All reports will be created in the Test company, confirmed by the Core Users and copied to the Live company.

- o Firefly will make adjustments to the following standard forms:

  - AR and SO Invoice
  - AR Statement
  - AP Check
  - Quote (CRM and SO)
  - Sales Order
  - Pick List
  - Pack Slip
  - Purchase Order

- o Firefly will ensure that the design of the included Profit & Loss and Balance Sheet reports meets Lightning Bug Foods requirements.

- o Firefly will modify standard role-based dashboards and setup standard side panels as required.

- o Firefly will design and provide generic inquiries that provide a basic list of data as required. In addition, Firefly will edit any existing generic inquiries, as allowed by the system.

- o Open University classes are available for Lightning Bug Foods, which provide self-taught report, financial statement and generic inquiry training.

o Firefly will provide minimal assistance with core users designing reports and additional inquiries on their own, otherwise this will be billed separately.

Additional Customizations

o Firefly will setup automated notifications to automate tasks and or send reports and emails. Complex automated tasks or to move data between external systems may be billed separately.

o Any additional import/export scenarios required outside of scenarios required for initial and cutover data migration will be billed separately.

o Minor Acumatica screen, action, advanced inquiry or software workflow changes can be provided but will be billed separately or quoted as a custom project.

Third Party Integrations

Firefly involvement in facilitating the following integrations between Acumatica and other external systems are included as part of this deployment. Third party ISVs may bill for additional services and will be subject to their separate agreement.

o

Pilot Testing

The purpose of Pilot Testing is to walk through your processes in the Test company created. This is considered a proof of concept of system deployment in all functions of the software. This pilot is to be held with users identified as Core Users that have been involved in the setup of the software. Depending on the deployment, this can be onsite or done remotely.

User Acceptance Confirmation

The purpose of the user acceptance confirmation is to finalize that all open items are completed by both teams and confirm readiness to go live. All Core Users must attend this meeting. This meeting, must happen 2 weeks prior to go live and is a go / no go decision point for the go live date scheduled.

Go-Live

Firefly will perform the tasks necessary to enable a successful transition to Acumatica during the go live process. Depending on the deployment, this can be onsite or done remotely. Firefly team will ensure availability to make this go live a company-wide priority during this time frame.

Financial Period End Closing

Firefly will provide assistance to perform the first Month Period End Financial closing including balancing to subledgers and reconciling the first bank statement.

Deployment Schedule Outline

Deployment Phase Schedule

This schedule is designed based on the phases of the deployment and the desired outcome date of the Go Live. All changes to these dates need to be coordinated through both project managers. Any delays in the deployment go live initiated by Lightning Bug Foods exceeding 2 months beyond the original schedule may be subject to an additional fee, not to exceed $1000 per month, assessed by Firefly Business Group.

PHASE	START DATE	ANTICIPATED END DATE
System Blueprint		Onsite
Self-Training by Lightning Bug Foods – Open University		
Initial Data Provided by Lightning Bug Foods - Chart of Accounts and Limited Customers, Vendors and Items.		
Company Setup and Data Conversion by Firefly		
Process Review Sessions with Imported Data (Core Users)		
Form, Inquiry & Report Writing to specifications		
Pilot Test & Feedback from Core User Team		Onsite ?
Self-Testing & Feedback from Core User Team		
Training (Other Employees by Core Users)		
Master Data cleaned and provided by Lightning Bug Foods		
- Customers		
- Vendors		
- Items		
User Acceptance Confirmation (Go Live Decision)		n/a
Go-Live Data Conversion		
Go-Live		Onsite ?

Known Dates Not Available

The deployment takes a commitment of all users identified on both project teams. In an effort to carry out this project it should be known to team members on both the Firefly and Lightning Bug Foods project team of foreseeable dates that team members will not be available for holidays observed, vacations, conferences, etc.

TEAM MEMBER	DATE(S) OFF

ACCEPTANCE SIGNATURES

The delivery and sign-off of this document represent the primary deliverable of the engagement for this agreement. Although substantially completed through planning meetings and testing via the deployment phase of the proposed project, the design is an ongoing process. Some amount of change is expected as new information and situations are encountered during this deployment and will be handled as it arises. Firefly and Lightning Bug Foods agree that the success of a new system deployment, such as the one described in this document, is dependent upon a solid plan as well as formal processes and procedures that provide for proper use of the system. Firefly and Lightning Bug Foods will work together to deploy a system that achieves these objectives.

It is agreed that the information and timeline represented in this document are correct and acceptable.

ACCEPTED BY Lightning Bug Foods   **ACCEPTED BY Firefly Business Group, LLC**

Signature: _____   Signature: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____