

INTEGRA ASSOCIATES - LEADING AGRESSO SPECIALISTS AND UNIT4 PARTNER



Integra successfully lands easyJet upgrade

easyJet has been a user of Agresso since 2007.

However, the system had not been upgraded since the initial project, when version 5.5.1 had been implemented.

A significant number of bespoke elements had been built into the system including numerous complex database triggers.

Recognising the complexity of the upgrade and the need to deliver significant enhancements to the system whilst having a seamless transition from old to new, Imtiaz Ahmed, Senior Project Manager Central Systems, appointed Integra Associates to provide the overall client-side project management and the technical and application consultancy to deliver the project.

The upgraded and enhanced Agresso system (version 5.6.3) went live on the 24th June 2013.

Imtiaz noted "This was a significant upgrade as the system had not been upgraded for 5 years, during which time there had been several releases of Agresso. The upgrade met its objectives of:

- ▶ Increased Financial Control, such as the hierarchical approvals of requisitions and additional VAT controls on supplier invoices.
- ▶ Enhanced Functionality and User experience to the following processes P2P, Expenses, Capex and Fixed Assets.
- ▶ Increased capability for the implementation of further functional enhancement due to the streamlining of the backend system."

Project Challenges

The project itself was not without its challenges. As Andrew Smith-West, Integra Project Manager explained "The easyJet Agresso system automatically receives more than 250,000 transactions a month from easyJet up stream systems such as their electronic Booking systems.

Senior easyJet management needed a guarantee that there would be no information loss when moving to the new system. To provide this level of confidence, we needed to run a parallel technical pilot over 3 month ends."

Despite having some of the most complex workflows that Integra consultants had seen, all the complex database triggers have been removed from the new Agresso system and implemented using standard Agresso functionality.

Technically, some of the enhancements, such as the hierarchical and self-approval of requisitions and the complex VAT controls required by a company like easyJet on supplier invoices were demanding, but Integra application consultants were able to find solutions to each of these requirements.



ABOUT INTEGRA

Integra Associates is an independent consultancy specialising in delivering Agresso since 1995.

We offer a full range of skills to ensure successful delivery of effective Agresso solutions.

Project Management Services

- ▶ Full project management
- ▶ Mentoring, support & training

Business Process Review

Application Consultancy

- ▶ Workshop and proof of concept
- ▶ Solution design and build
- ▶ UAT and early life support

Technical Consultancy

- ▶ Report writing
- ▶ Software design and development
- ▶ Software installation and upgrade
- ▶ Database administration/tuning
- ▶ Data cleansing and migration

Agresso training

- ▶ Training needs assessment and development
- ▶ Course design and delivery for project teams, technical staff and end users
- ▶ Post go-live support and 'floor walking'

An official partner of





all” user friendly, after the upgrade over 70% thought the Agresso system was “moderately, very or extremely” user friendly.

Seamless transition to the new system

In addition, the project met the success criteria agreed with the project board at the start of the project: that there was a “seamless transition to the new system.” This was achieved using Integra’s proven methodology for upgrading Agresso Systems and detailed strategic and tactical planning using a phased delivery model.

Daily Stand Ups were employed during the deployment and this proved very successful: the visual plans “Pictures on the Wall” made it easier to understand what had been achieved and what was to be done. Charles Whitehouse, Project Sponsor, recognised that the stand ups were good for “hearts and minds” and enabled the teams to work as one.

Charles stated “Once the decision to go-live was made I cannot fault the subsequent process which ensured delivery. There were no issues and no surprises during the delivery process actions.”

“Due to excellent cross working within IT, the Finance team and the Project Team managed by Andrew Smith-West from Integra Associates, the migration and deployment into the live environment was seamless, and the project met all its objectives”

**Imtiaz Ahmed,
Senior Project Manager, easyJet**

Working in partnership

Successfully delivering a complex project like this required all parties working very closely in partnership.

This was a key factor in Imtiaz’s decision to appoint Integra Associates, and proved vital to the success of the project.

Charles Whitehouse, concluded “The project was delivered on-time, within budget and with minimal issues arising. This was only possible to the collective efforts of everyone involved and great credit should be taken by all.”

General feel good factor from business

ERP is about people, not just technology, and Integra and easyJet both recognised that people-centric issues were of paramount importance to the success of the project.

A key success criteria agreed with the project board was that the Business recognises the improvements in the system.

At the start of the project a survey of all business users was taken. For expenses, the business users requested a simpler, more user-friendly, more intuitive interface, with improvements in the attachment of Receipts and import of Credit Cards expenses.

For Requisitions, users requested the search engine of available codes/suppliers to be more intuitive and accessible, with a reduction of the products available to users.

Working together with a Business User Forum, a series of “Show Me” demos was set-up with key users to get their feedback on the solutions that could be achieved.

The results were impressive. Whereas before the upgrade, the survey of business users determined that over 60% thought the Agresso system was “slightly or not at

CLIENT PROFILE

easyJet is one of the best known and most successful companies in the UK.

The largest airline in the United Kingdom, easyJet flies to over 600 routes across Europe.

Employing over 9,000 people, easyJet has seen rapid expansion since its establishment in 1995, combined with strong financial growth over recent years. In November 2013 the company announced record full year profits.

easyJet joined the FTSE 100 in 2013 and has high demands on both the systems that it uses and the partners with whom it works.

