

Tips for a successful Synergist Implementation

1. Appoint an Internal Super User(s)

- A key point of contact for staff internally
- A Super User has overall knowledge of how Synergist has been configured for your organisation
- A Super User should be able to have access to file maintenance menus and other administrator areas of Synergist
- A Super User will be sent monthly newsletters & updates about forthcoming developments from Synergist Express & Express Systems

2. Promote the arrival of Synergist

- Let users know that Synergist is due to be implemented
- Outline processes that it will replace and the benefits it will bring
- Advertise training plans, advise users that they should attend and participate as fully as possible

3. Invest Time

- Onsite Training days are only part of the implementation process
- Implementation Super Users should have the time to invest in the implementation of Synergist. It should be internally project managed in conjunction with your Express Systems Project Manager
- Users should attend training sessions in a professional manner. Your Organisation has invested in consultancy and training time. Users should attend training sessions promptly and be discouraged from emails or last minute meetings interfering with training sessions
- Users should have time to practice between training sessions or set up data in preparation for the next session

4. Keeping Users Informed

- Document planned processes as much as possible to keep users informed
- Ensure users know when to start recording timesheets or expenses
- Update users on internal or system issues that have been raised during the implementation process

5. Going Live

- Set up a forum where users can ask questions and report snagging issues. e.g. Use a 'Synergist Activity' to log issues; email internal super users; hold internal Synergist meeting
- Report back that issues have been solved; share methods & processes

6. Future Investment in Synergist

- New staff will require training so that its usage does not get diluted. This can be completed internally or with further training from Express Systems
- Updating cost rates on a regular (annual) basis. Net profit reporting cannot be accurate if cost rates have not been updated
- Regular Synergist review meetings, internal and refresher Business Process days provided by Express Systems can also be highly beneficial. Your Business is constantly changing and how you utilise your Management Information System should also evolve