BUSINESS ISSUE
The admissions process is the critical stage in building a well-qualified student body. It is more than simply managing the flow of admissions data, it is the need to identify and select the best candidates and then apply the more effective recruitment techniques systematically. With all relevant data at hand, it takes a sophisticated solution to help make sound decisions quickly.

SOLUTION
AGRESSO Recruiting and Admissions provides comprehensive tools for document tracking, applicant tracking, applicant correspondence, data analysis, and decision support.
It is a powerful management tool for identifying and encouraging qualified prospective students through the stages of recruiting, and for monitoring and planning the recruiting process. Data is accumulated from search services, inquiries and other services as the prospect moves through the process. Comprehensive prospect and school data provide counselors with background data on demand. Histories of events provide data for counseling and tracking purposes. The form letter process assists staff in sending the right communications to each prospect and counselor at the right time. Analyses from monitoring and planning the recruiting process can be produced when needed.

One Size Fits One

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FEATURES

- All data about prospects is easily entered as it becomes available
- Tapes are loaded from ACT, ETS and other services
- Unlimited biographical and demographic data, previous academic work, exam scores, planned enrollment, interests, achievements, involvements, relations to other individuals
- Rosters can be produced on demand for any individual or any user-defined group such as admissions counselor, high school, zip code range, baseball or other interest
- For timely tracking of prospects, each incoming and outgoing event can be recorded
- Based on these events appropriate letters, counselor reminders and other communications can then be scheduled
- Assessment of admissibility follows flows from user-defined admissions requirements that are easily tracked
- Program admission wait listing is supported
- For monitoring and planning the recruiting process, prospects can be analyzed by demographic, biographic, credentials, interests, reference source, recruiting stage, and other factors
- Other reports and rosters can be produced when needed. In addition, Crystal Reports can be used to create other reports as desired

BENEFITS

- AGRESSO provides a unified view of an individual prospect, applicant, and enrolled student
- Admissions staff may focus on truly interested candidates using strategies and tactics that work
- Easy-to-use menus and thoughtfully designed screens assure easy access to information
- Configurable tables provide automation of many management processes and procedures
- Each admission office within the institution is free to define its own policies and admission requirements
- Recruiting and Admissions may be integrated with the Recruitment Plus and PowerFAIDS from The College Board if required

One Size Fits One
BUSINESS ISSUE
If you manage admissions, financial aid, registration, student accounts, or any of the key student services, you face new challenges every day. The quality of the service you deliver depends greatly on the information technology you use. As you strive to meet ever changing student needs, comply with government regulations, satisfy new reporting requirements and ultimately help attract and retain the best available students; it is imperative that you have access to tools that handle day-to-day administrative concerns and prepare for the future as well.

SOLUTION
AGRESSO Registration and Academic Records is the strategic solution that can help you maintain high standards in student services through more efficient information management.

AGRESSO simplifies preparing course catalogs and class schedules, registering students, keeping academic records current and monitoring academic records. Without re-entry, applicant data becomes part of student records.

Authorized student data is immediately available to the Student Accounts Module for charging and refunding, to PowerFAIDS\(^1\) for compliance checking and package development, to Student Advising for checking graduation requirements and academic progress assistance. Similarly data is available to The Raiser's Edge\(^2\), to which responsibility for non-academic data is automatically transferred once students graduate.

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FEATURES

- Catalogs are maintained and new course schedules are created
- Multiple divisions, schools, programs and departments with different session calendars can be handled concurrently
- Student registration occurs on-line with immediate checks for holds, course and section validity in accord with the student's program(s), space availability, time conflicts, and pre-requisites
- Wait listing is available for sections that are full
- Registration or pre-registration can occur continuously or arena-style, and may occur in person, by mail, or by telephone
- A student may register for any number of present or futures sessions, and may be enrolled in multiple programs concurrently
- Grade-entry is an easy process that immediately validates each grade being entered against course and registration parameters
- Maintenance capabilities can be used to add transfer work detail or summary, accomplishments, exams, waivers, and comments
- Every grade change results in immediate, automatic updating of all affected GPAs. Repeated courses update credit hours, GPAs and notations on transcript according to user-defined policy
- Academic progress is readily monitored
- Embedded Document Imaging

BENEFITS

- AGRESSO cuts through the complications of managing student records and gives staff comprehensive, on-line access to all student systems. You don't waste time compiling information from multiple sources
- Flexible support for on-line and web registration, course maintenance, and class scheduling lets you respond quickly to changing circumstances
- Provides a systematic method of accurately maintaining and receiving data for courses and students
- The reduction in paperwork frees your staff to devote more time to helping students
- Allows for multiple methods of registration to speed up the process and shorten student lines
- Provides data validation for accurate registration
- Allows for easy tracking of student academic progress, including highlighting "at risk" students for intervention by Enrollment Management
- Well-designed menus make navigation intuitive
- Integrates with the following 3rd party products: Recruitment Plus (The College Board), PowerFAIDS (The College Board), and Raiser's Edge (Blackbaud)

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1 Recruitment Plus and PowerFAIDS are the premier admissions and financial aid products manufactured by The College Board.
2 Raiser's Edge is the premier institutional Advancement solution from Blackbaud.
BUSINESS ISSUE

Consistency in evaluating transfer work and degree progress is important to our students and their advisors. As a student pursues a degree program, the progress toward the program is periodically assessed in meetings with campus advisors. Degree Audit software provides a snapshot of progress that includes an evaluation of all course work to date, in summary form. The Degree Audit report itself identifies the degree requirements that the student has met. In cases where a student has not yet fulfilled the requirements of the program, the Degree Audit software suggests specific courses the student might take.

Students who transfer into a school have already accumulated course credits from other colleges and universities. Some of these credits are accepted toward the student's degree progress, and others are not. The process of evaluating transfer transcripts, called Transfer Course Articulation, is carried out efficiently and consistently using specialized software to evaluate student transfer work based on large tables. The tables equate transfer courses from hundreds of colleges and universities to their equivalent local courses.

Degree Audit software can also allow an advisor to evaluate a "what if" scenario and provide a quick view of the impact of a change in major would have on the student's degree progress.

SOLUTION

AGRESSO Program Completion/Degree Audit simplifies the task of evaluating student course work against completion requirements of academic programs. The module automatically accesses student academic records maintained by the Registration and Academic Records Module and evaluates them against the academic requirements to produce an analysis showing satisfied and outstanding requirements as well as any course work that does not apply. For student advising, course work can be evaluated before registration or at any time, for alternative academic programs. For graduation, checking is a simple process.
FEATUEES

- The file of academic requirements defines the requirements for each component of an audit: each major, minor, certificate, set of general education requirements, and other user-defined components.
- For each audit component the file defines the options, alternatives and mandates for meeting the requirements, in terms of courses, number of courses, course hours, course sequences, resident courses and hours, minimum GPA and other factors.
- The Module can maintain audit components for past, present and future academic programs.
- Courses referenced may be catalog or transfer courses, and may be past, present or future.
- The academic program to be audited for a student can be composed of any number of audit components, e.g. a set of general education requirements, two majors, and one minor.
- Transfer credits, waivers and substitutions recorded on the student’s transcript are included in the audit.
- Reports include a complete analysis of each student showing audit components and program requirements, requirements satisfied and outstanding, and course work which does not apply.

BENEFITS

- AGRESSO Program Completion/Degree Audit explains what you will need to do to complete your declared degree program without error and without guesswork. It draws its information from your student record; therefore, you can be certain that it always contains the most up-to-date information.
- Student Advisor shows how your official transfer course work will be applied toward your degree requirements.
- The system calculates your overall GPA as well as the GPA achieved in course work completed in your declared major.
- By summarizing courses from which you should choose to complete your degree requirements, Student Advisor gives you the ability to choose courses that will apply to your major rather than unnecessary courses.
- You can use this resource as an effective advising tool.
- You can reliably certify students for graduation.
- If you are thinking about changing majors, Student Advisor can show you exactly how course work already completed will apply toward that particular major.
- When your employees are consistently productive and able to improve service and support then morale stays high.
BUSINESS ISSUE
Improve your cash flow and stay on top of billing. It is no different in higher education than any business. Easy maintenance and reporting of receivables is necessary to the financial health of today’s college or university including both non-tuition and tuition receivables. Steps that once were done by hand must now be done automatically. Record keeping must be speeded up while avoiding costly, time-consuming errors. Billing must be flexible in assessing fees. Most importantly, accounts must immediately reflect any adjustments or financial aid awards.

SOLUTION
AGRESSO Student Accounts/Billing is a one stop place to manage student account receivables and deposits. As necessary the module accesses data maintained by the Registration and Academic Records, Financial Aid and General Ledger Modules. Session charges and later adjustments are calculated and posted automatically. Approved financial aid awards are likewise posted. Cash receipts are posted as received. All postings post both subsidiary and general ledger accounts simultaneously and immediately. Initial bills, statements, delinquency letters, cash forecasts, aged receivables and other reports can be produced at any time. All student data is immediately accessible by on-line inquiry.

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FEATURES

- Tuition, course fees, room, board and other session charges are automatically billed on the basis of flexible user-defined tables to a single statement, if desired
- Sponsor fees are easily recorded
- Multiple currencies are supported
- When courses are added or dropped, charges or refunds are posted according to criteria in these same tables
- Library fines, transcript fees and other miscellaneous charges to individual accounts can be easily posted as they occur
- Approved financial aid awards are posted to student and appropriate ledger accounts automatically, under full control of the business office
- Entry of cash receipts and credits is a simple process with easy user-labeled account codes
- Sessions balances and charge type totals (e.g. Tuition) are automatically maintained within each student’s account, enabling posting of receipts against specified charges
- Audit checking on each transaction entry, account number and journal type provides extensive control
- In managing student accounts and other receivables, bills and statements can be printed at any time for individuals or user-selected groups (e.g. statements for all students who have period activity or outstanding balances)
- Deferred payment plans can be automatically managed, and finance charges automatically posted on the basis of flat fee and interest methods
- Delinquent accounts can be automatically identified and personalized dunning letters automatically prepared
- Business office approval can optionally be required for registration, transcript printing, grade reports and other functions
- Rule-based tax management
- Many reports are provided including Invoice, Statement of Account and others for managing, auditing and control
- Support for cash batch management and reporting
- In addition, Crystal Reports can be used to create other customized reports as desired

BENEFITS

- There is up-to-the-minute accuracy in your student accounts and instant access to accounts data
- You have more control over student accounts information
- There is automated support for calculating and recalculating tuition and fees and for monitoring each student’s receivable status
- There is more flexibility in using information to meet your institution’s unique needs
- Integrated with PowerFAIDS, by The College Board
BUSINESS ISSUE
In light of the transformative effect of the Internet, many colleges and universities see enormous opportunities to leverage new technologies to enhance service levels. Web enablement of basic university administrative functions such as admissions, registration, and enrollment is increasingly perceived as a necessity today. Fueled student expectations for convenience and speed of service are the direct result of the spread of the Internet in the private sector.

SOLUTION
Our web modules allow students and staff to access the institutions’ databases via the Internet, 24 hours a day, 7 days a week. That means they can quickly and easily access the data they need from a remote location anytime they want. Students can review your detailed course schedule allowing them to quickly and easily evaluate their education options and determine which classes to register for or view grades.

AGRESSO Web Services and Agresso Campus World bring together into one simple interface all the web-enabled capabilities of AGRESSO. This personalized gateway can be accessed from anywhere in the world using just a simple web browser.

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Our self-service solution for Students gives them not only secure access to the information and data they need to effectively manage their course information but also student information such as enrollment, grades, degree audits, and schedules anytime, anywhere.

- Drill-down capabilities provide detailed data, such as course offering details, for further analysis.
- Registration including drop, add, switch sections.
- Course withdrawal.
- View Documents including transcript, timetable, and financial statement.
- Change password and address information.
- Fully configurable look and feel.
- Control of Web access by day and time of day.

FEATURES

- One Size Fits One

BENEFITS

- Our Web enabled features simply make it easier for institutions to keep people updated on changes no matter how quickly they occur.
- Provide personalized service to wider audience of students, faculty, and staff.
- Improves responsiveness to student, faculty, staff information needs.
- Makes it convenient for students to do business with the school.
- Increases constituent satisfaction by providing convenient services.
- Reduces costs by automating processes.
- The end result is better service for your student population, faculty, administrators and staff.

One Size Fits One
BUSINESS ISSUE
All organizations undergoing change, (either of an entrepreneurial nature to exploit an opportunity, or as part of the natural evolution of an education strategy) need a thorough understanding of their current operations in order to identify areas for improvement. It is on the back of this that critical operational decisions can best be made. Shaping the foundation of such an understanding is a broad span of financial data from a variable and wide-ranging number of sources. This has to be seamlessly integrated with other aspects of academic information.

SOLUTION
The underlying structure of AGRESSO is remarkable, and its architecture is based on an organization-wide information warehouse. Not only does the data structure allow for unlimited dimensions of analysis, but that structure can be changed at any time during the life of the system as the administrative requirements change. Changes in AGRESSO can be undertaken rapidly and at a negligible cost. Equally important in AGRESSO, all inquiry, analysis and reporting tools are integral parts of the application.

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AGRESSO has all the features you would expect from a modern, fully integrated financials application including general ledger, accounts payable, accounts receivable, together with comprehensive budgeting, fixed asset and cash management features.

AGRESSO Financials offers users true multi-organization, multi-currency and multi-lingual capabilities and tax calculation, capturing, and reporting.

Powerful scheduling and automation features allow the user to define automatic cost allocation and distribution routines. These same features are used to facilitate accrual and prepayment processing and periodic and year-end routines.

Use of latest technology allows distribution of vital business information to users throughout the organization on an as-needs basis.

FASB, GASB Compliant

Follows NACUBO guidelines

Embedded Document Imaging

FEATURES

Reduction in clerical time through full integration, external transaction import routines and speedy keyboard entry of transactions across standardized entry screens, enabling staff to focus on more value-added tasks.

Dramatically reduced reporting time to management through automation of period-end tasks. The ability to have multiple open periods eliminates the need to force a close to continue transaction processing, ensuring that all accounts staff are working effectively.

Speedy and effective answers to queries enabled through quick and easy access to information on-line, complete with comprehensive drill down, allowing users to pinpoint variances.

Administrators can concentrate on administering the organization more effectively as ease of reporting means less staff time required in producing standard management reports.

BENEFITS

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BUSINESS ISSUE
Procurement and, in particular, e-procurement are major areas of focus for any organization looking to trade efficiently in today's markets. Around the world colleges and universities are all looking to e-procurement to radically improve the way they do business.

SOLUTION
Agresso provides an efficient, cost-effective procurement solution within AGRESSO Campus World. By providing all of the procurement and e-commerce functionality from within AGRESSO Campus World, an organization's investment in fiscal and budgetary control are retained. Customers continue to only require one intuitive easy-to-use system for all of their procurement, finance, project, HR and management information needs. AGRESSO Campus World is recognized as one of the world's leading administrative management applications, delivering true empowerment to users through information management. The AGRESSO Procurement module delivers within the same environment, controlled access to today's Internet and electronic purchasing world.

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FEATURES

- Web Requisitioning of products and services
- Web Approvals
- One point of entry
- ‘Punchout’ to websites or marketplaces
- Financial and Budgetary Control
- Integrated Management Information
- Flexible Workflow
- Ease of Use
- Integration
- Cost Effective Purchasing
- Commodity code support
- Internal orders and purchases
- MICR check and EFT
- Embedded Document Imaging

BENEFITS

- Produce very significant savings by using an electronic Procurement system. These cost savings have been demonstrated by independent surveys into the costs of processing a purchase order from requisition through to invoice payment
- Reduce transaction processing costs
- Reduce costs related to invoice matching by automating the process—concentrate time and effort on exceptions
- Reduce maverick buying and strengthen relationships with a select number of chosen suppliers
- Reduce the circulation time of documents
- Provide comprehensive and integrated financial control of all related activities
- Improve internal communication on all related issues and reporting capabilities
- Improve post purchase data analysis and management control
BUSINESS ISSUE
The effective management of human resources (HR), an organization's most important asset, is a crucial aspect of academic administration. Get it "right" and you can respond to the ever-changing demands of your operating environment with suitably qualified, contented staff in the right place at the right time. Get it "slightly off mark" and a raft of problems surface. To make payments on time, from accurate, thoroughly checked data, meeting all requisite legal, taxation and education-specific requirements is particularly challenging. This is especially true in those administrative areas where part of the workforce is hired on a periodic or temporary basis, i.e. student and adjunct faculty.

SOLUTION
Proven at sites all round the world, the Human Resources module contains tools dedicated to key areas of personnel activity. The system links and integrates both internal and external digital processes and specific information can be readily presented for the use of either the individual employee or students, as appropriate.

The Payroll module is used for the definition of employee payments and deductions, pay rates and allowances, and the calculation of gross and net pay. Payroll also offers excellent control over the whole payroll process to ensure accuracy and timely payment. When combined with AGERESSO HR and the Project module, all departments will be operating with the same up-to-date information.

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FEATURES

- Administration—Handles all the standard HR processes: Name and address management; demographics; emergency contacts; special employee information and needs
- Training Administration & Competencies—Enables organizations to effectively focus on the training needs and levels of knowledge of their staffs
- Absence Tracking gives organizations the ability to capture and analyze information on different reasons for employee absenteeism
- Payroll—Includes capabilities to handle your payroll processes and support regulatory requirements
- Organizational Management—Helps you manage and communicate organization structure and policy information
- Embedded Document Imaging
- COBRA, FMLA, and all other federal requirements

BENEFITS

- Reduce administrative costs through streamlining HR processes—personnel data plus integration with the document archive provides a complete, up-to-date reference for all employees and other resources
- Get a complete picture for the organization’s planning and management through support for all human resources, not just employees
- Improve efficiency and save time in the recruitment process with objective evaluation and ranking of applicant data
- Ensure that adequate numbers of staff are available in the organization with the right skills and adequate motivation for the organization as a whole to meet its objectives
- Give payroll administrators full control over the payroll run. Processes such as simulation, re-runs and back pay calculations all ensure accuracy with minimal time and effort so employees can be paid on time
BUSINESS ISSUE
Most organizations have a requirement to manage jobs, grants, or projects in some shape or form. While these may vary dramatically, from small internal projects to huge contracts spanning several financial years and involve different amounts of variable resources, they have the same thing in common: the need to fulfill organizational expectations and deliver on time while controlling expenses.

SOLUTION
AGRESSO offers the effective utilization of resources and tight management control of all aspects of the project, including budgets and encumbrances, even down to the individual course/section level. Flexible structures are provided to address the fact that even projects or grants within the same department can differ in nature. This project management system supports all the processes involved in the execution of that project, right from project definition and cost capture to invoicing and performance monitoring. By automating as much of the process as possible, maximum control and visibility is given to administrators, while devolving many tasks, such as time and expense recording to the employees directly involved. In order to achieve this and help ensure project targets are achieved, powerful and flexible inquiries exist so that problems and pitfalls can be anticipated as early as possible.

Project Costing is fully integrated with other modules including General Ledger, Purchasing, Fixed Assets, Human Resources and Payroll. Thus, problems usually associated with bolting disparate systems together, in terms of duplication and validation of data, are avoided.

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FEATURES

- User-friendly time registration screen
- Flexible project reporting structures
- Unlimited number of work orders
- Unlimited number of activities
- Automated invoicing routine
- Integration with other AGRESSO modules
- Embedded Document Imaging

BENEFITS

- Significant cost savings and maximum return on investment, through improved administrative processes and automation
- Ability to run a P&L at the individual course level, with roll up and down capabilities
- Improved speed of access to vital information through easy-to-use inquiry and analysis tools
- Improved management knowledge based on wide ranging data, derived from a broad and fully integrated business-wide system
- On-time project delivery, within budget and to customer expectations, with minimal internal costs and maximum resource utilization, through the allocation of appropriately skilled staff
BUSINESS ISSUE

The need for better information on which to base decisions is often heard as college and university leaders seek to expand their institutions in an orderly and efficient way. Inevitably, the following categories of questions are asked:

- Tell me what happened
- Tell me what happened and why
- Tell me what may happen
- Tell me everything important and make it easy

Each of these four categories describes a way of doing something with information and providing a response to the person requesting it. And, to answer these questions, a number of technologies are of special interest: Analytics, Business Intelligence, Data Mart, Decision Support, Executive Information System, Online Analytical Processing and Ratio Analysis.

A well-designed system, for which information has been collected and verified, can only be of enormous help if it provides answers to questions that could conceivably result in a change of action.

SOLUTION

With AGRESSO Campus World, Agresso bundles 200 hours of time for the development of custom reports.

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FEATURES

- Easy and immediate retrieval, sorting, calculating on any authorized data in database
- Automatic report bursting and distribution via Agresso's Web Portal
- Query on any number of fields and files in the database

- AGRESSO Browser
- AGRESSO Analyzer
- AGRESSO Excelerator
- Crystal Report Writer
- AGRESSO Report Writer

- Display, print or save retrieved data in common formats such as, Access, Word, Excel, Crystal or CSV
- Query specifications readily saved as a new menu option

BENEFITS

- Provides executive level summary information or detailed information as needed
- Provides precise reports, accurate and formatted exactly as you like
- Reduces the time required to handle your report writing requirements

- The answers you need are easy to get
- A user-friendly interface lets you work with data using Access, Excel and other familiar PC productivity packages

- Handles merging of information from different files without complex steps
- Easily produce graphs with automatic or user-defined legends and titles and automatically scaled bar height
- A unique report distribution system that lets you define, sort, and send individualized reports to different users

One Size Fits One
AGRESSO Implementation Methodology

AGRESSO Implementation Methodology (AIM) was originally developed based on at that time current implementation models applied in all Agresso subsidiaries. Our objective was to introduce a worldwide standard AGRESSO Implementation Project Model.

Based on our product extensions, as well as recent implementation experiences and best practices, AIM is continually upgraded and updated and is used in all implementation projects with the objective of providing our consultants and thereby our customer with a framework by which they can implement AGRESSO as a tool to fulfill or exceed customer expectations.

In a changing business environment, the customer will need to be able to monitor key performance indicators. In order to support this when implementing the system, key people in every part of the business should be asked what key information they need in order to achieve high business performance. In this way, implementation of AGRESSO has a prime objective of supporting the customer business objectives. We call that Vision Management.

Taking advantage of AGRESSO's analytical abilities, your organization will be able to achieve a competitive advantage through change and development. AIM will support you through those changes, with clear documentation at every step of the way.

AIM will be applied during Project planning, following up on Milestones and all the way through to the customer's approval and close of the implementation project. In order to reach this ultimate target, focus should be placed on each phase of AIM.

One objective in providing this methodology is to ensure that the customer understands the steps they will need to take to implement AGRESSO, together with the resources they will need to put into the project to ensure its success.

Another key objective in AGRESSO implementation projects is “Skills Transfer” to the customer’s organization. Success is achieved by:

- Both Project Managers and Implementation Teams understanding the customer's current situation and giving advice on what financial management information is needed.
- Training and organizing the project in such a way that the customer is able to do most of the implementation himself.

AIM with all its related documents and templates now are available for the Agresso project teams in an electronic process map version.

Implementation Responsibilities

Ultimately, implementation remains the customer’s responsibility and it is the customer who determines when AGRESSO goes live. However, Agresso implements systems at a large number of customers each year, so the customer must always get quality guidance and feedback from our Project Team to ensure that the project meets the schedule and expectations.

Agresso provides a range of training, consultancy and installation services to assist the customer in this process.

Vision Management

Vision Management is about how to manage changes in customer business environment. The AGRESSO solution should support the required challenges a customer face and easily adapt to changes.

The design goals of conventional systems can be outlined as follows:

1. Most are designed to manage processes.
2. They are designed to provide some level of management information.
3. Most are best suited to either a mature stable kind of environment or to simple businesses.

When we carefully analyze the design of conventional systems, virtually all impose an analysis structure across the whole business, which is very rigid. All analysis requirements have to be set up initially with the structure imposed – leading to suboptimal use of the system and extreme difficulties to change.

To make all information easily accessible, AGRESSO have fully integrated facilities for analysis and reporting on these data, as well as dissemination of this information across the web. In addition to this, the whole structure from the top to the bottom can be changed very rapidly.

This is an uncompromising approach to building a system to cope with issues facing a dynamic organization.

The Methodology

AIM covers the entire implementation life-cycle from system selection through to sign-off. It encompasses all activities that
may take place throughout the life of an implementation process as:

- HW & SW Installation
- Customer Training
- Business Analysis and Design
- The AGRESSO Solution Set up
- Validation and Testing of AGRESSO Solution

By using a methodology that is employed consistently worldwide, Agresso customers can be assured of a common approach to implementation wherever they are based. AIM is supported by a comprehensive range of template forms and checklists to ensure project documentation is consistent and complete in every project and to ensure adherence to the same high standards around the world.

**Businesses in Change**

When defining the business requirements, it is important to accommodate for the fact that the business environment is not static and that changes is part of the organizational life and the business cycles.

Whenever you learn something new about the organization, generally you want more information or detail. One example is investigating where the business is making most profit. Here we may have to start collecting new information about costs, such as cost of delivery.

The AGRESSO solution must be able to adopt new measures to existing analysis.

**The Agresso Approach**

In order to set up AGRESSO to the best benefit to the customer business and most efficiently, Agresso personnel will work together with the customer to understand their business requirements, and help them define the appropriate structure to meet their financial and management reporting requirements. Once set up correctly, these concepts ensure that the correct data is recorded on each financial transaction to allow easy analysis of the data.

Hence the most important phase is **Business Analysis and Design**. In this phase the customer business requirements and business processes are defined and documented.

The second most important phase is User Training. The objective of the User Training is to enable the customer’s Implementation Team to carry out the design and implementation of AGRESSO with consultancy support from the Agresso Project Team.

Enhancing our professionalism in guiding customer implementations of AGRESSO is one of our key success factors. Sharing and enhancing a common methodology and experience is the base for such success!