

Implementation Methodology

Philosophy and Core Values:

AVF Consulting views our relationships with clients as partnerships that require cooperation, commitment and communication from both sides. Over the past 25 years, we have developed a proven implementation methodology called the *AVF Way* that ensures predictable results with positive outcomes for less cost. We have built our business based on our own corporate values of Integrity, Innovation, Compassion, High Motivation and Technical Excellence, and these corporate values are woven throughout our methodology and entrenched in every aspect of our business.

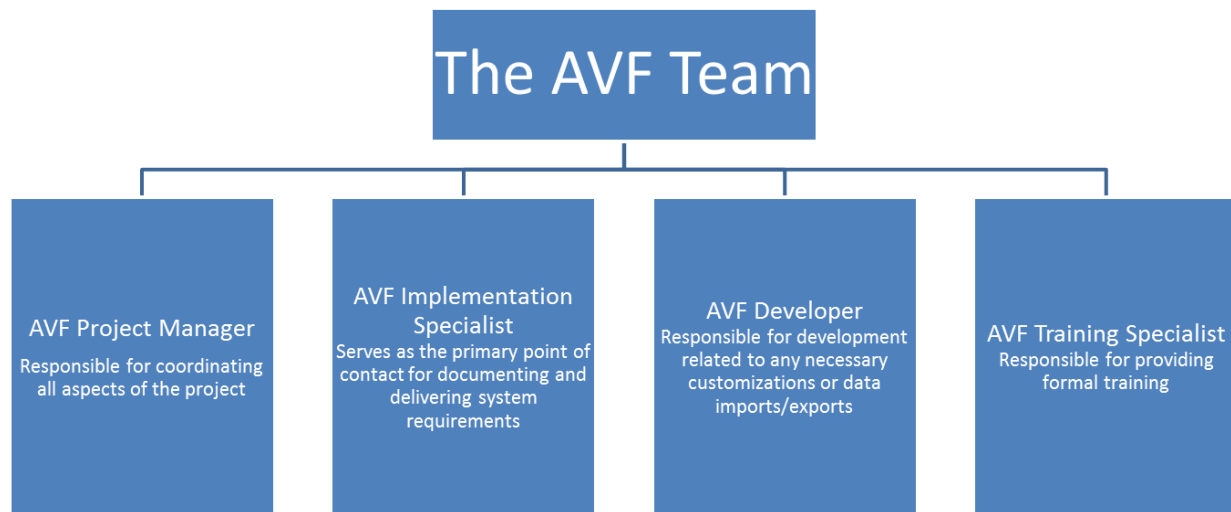
The success of implementing and managing an accounting software system requires significant commitment on AVF's part as the system provider and on APHL's part as the end user. AVF Consulting feels that a clear roadmap must be defined in order for an information systems project to be implemented successfully. We define "a successful project" as 1) within budget estimates, 2) implemented in the timeframe expected, and 3) delivered with the functionality expected.

AVF's daily operations, from our implementation methodology to our internal communications, reflect the fact that high quality service is key to AVF's corporate philosophy. Some examples of how high quality service is engaged throughout our organization include:

- ✓ AVF's clearly defined methodology that includes check points to enable us to be in sync with our clients each step of the way. A highly trained and experienced consultant is assigned to each client at the onset of the implementation. This consultant is the client's main point of contact throughout the implementation. This consultant uses AVF's methodology including documentation, in-person meetings, testing, approval, etc. to ensure that each engagement and each client receives the highest level of service possible.
- ✓ AVF holds weekly staff, department and management meetings where we review the critical aspects of all projects. These meetings provide a vital opportunity to troubleshoot, brainstorm, and collaborate on all issues.
- ✓ AVF has dedicated people to answer the phones from 8:30 a.m. to 5 pm. EST.
- ✓ AVF has a Customer Service department and online Help Desk to provide post implementation support.
- ✓ AVF offers a Customer Care Plan that includes prepaid support at discounted rates.
- ✓ A monthly email newsletter that informs clients about Serenic Navigator add-ons, upgrades, training classes and promotions is also available.

Company Organization and Staffing:

Depending upon the estimated hours, scope of work, and project timeframe of each installation, AVF will assemble the appropriate project team to deploy your Serenic Navigator system. The AVF Project Manager will oversee all aspects of the project including scheduling adequate resources, training, and deployment. The AVF Project Manager works with the Consultants, Training Specialists, Serenic Navigator Developers and any additional AVF staff necessary for fulfilling each task within the defined statement of work for the project.



The duration of a Serenic Navigator implementation varies from project to project; however, clients should anticipate that the project will require a minimum of five to seven months to complete.

AVF Project Manager:

- Managing the overall project delivery
- Performing project management processes
- Developing and maintaining the project plans
- Ensuring adequate resources are available
- Ensuring the project is on time, on budget and within scope
- Providing weekly status reports
- Assuring effective communications
- Identifying, assessing and managing risk
- Coordinating change control
- Coordinating acceptance and turn-over
- Coordinates project close-out and transition to on-going support

AVF Implementation Specialist:

- Manages and directs all technical components of the implementation
- Performs discovery and requirements assessment

- Determines proper configuration of all components to fulfill customer requirements for the system based on discovery and requirements assessment
- Performs all software configuration and setup
- Provides general business and software consulting related to Microsoft Dynamics NAV
- Develops design specifications for customizations or integrations
- Performs system unit testing
- Provides technical assistance on data conversion issues
- Ensures all components are delivered in accordance with approved specifications.
- Leads bi-weekly status meetings
- Assures effective communications with Steering Committee
- Provides technical documentation for project manager on change control process
- Determines resolution and tracks correction of issues/errors encountered during acceptance testing
- Directs and manages acceptance process and cut over to production
- Assists in establishing evaluation criteria
- Provides instruction on system workflow and functionality, as needed
- Organizes the overall training program
- Manages project close-out and resolves any open issues after cut over to production
- Documents system configuration and customizations for transition to on-going support

AVF Developer:

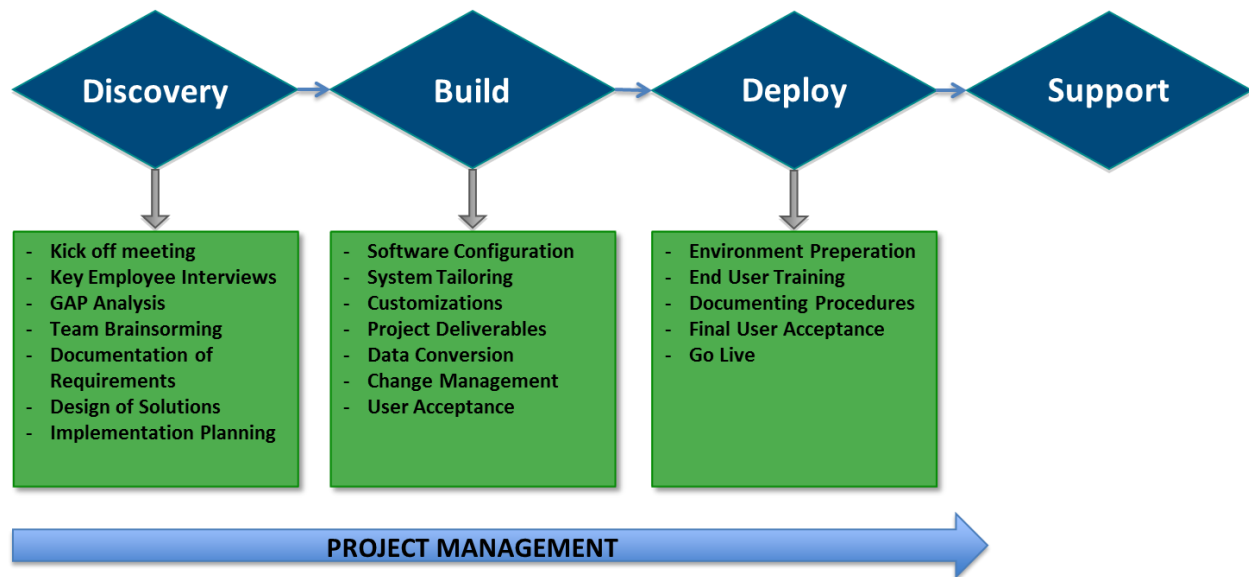
- Reviews requirements and analyzes design issues based on requirements provided by implementation specialist
- Performs program customizations using Microsoft Dynamics NAV built-in development tools (C/SIDE & C/AL) and visual studio
- Responsible for development unit testing, debugging, data conversion, report writing and technical documentation
- Experienced with Microsoft upgrade toolkit and processes for data management for upgrades, including processes for upgrading across multiple product versions.
- Assist the AVF Project Manager in preparation of the implementation plan & budget
- Apply Microsoft best practices programming standards and techniques
- Analyzes both hardware and software systems to diagnose problems and recommend solutions.
- Deliver requirements on-time and within budget

AVF Training Specialist:

- Assist the Project Manager with the creation of the training agendas and scheduling
- Provide hands-on training via classroom or remotely via the Internet
- Develops training materials
- Develops individualized training progrAPHL (as authorized by customer)
- Creates customer specific training material and user guides (as authorized by customer)
- Provides user support during cut over to production

Implementation Methodology:

For years, we have worked to standardize our approach to implementing new business management systems to ensure that all of the proper steps are followed. This approach has allowed our clients to quickly become proficient with their new system. We believe in our approach and feel confident in our ability to deliver on our promises. In addition, our team has implemented over 500 business systems over the past 25 years. Our consultants are versatile, broad-based professionals with experience in a variety of industries. They work as part of a team to offer practical, workable solutions that support your organizational objectives. The following is a graphical illustration of our implementation methodology.



Our System for Success:

STEP I	The Discovery Phase:
Kickoff Meeting	The Kickoff Meeting will introduce AVF's project team to your key internal personnel for this project. We hope to have upper management present so that we may review the key project goals and make sure everyone from both organizations understands the process and their responsibilities for success. Key Employee Interviews will be scheduled and the project will begin.
Requirements Gathering & Key Employee Interviews	Key Employee Interviews are a step we take to further understand your organization and your requirements. This information-gathering process requires interviewing key personnel in each "functional area" of your operations to document current processes and flows. We will gather and discuss functional requirements, review critical reports and documents to determine their importance, and discover unique pieces of data that may be critical to your business. This process allows us to identify your personnel's key requirements for making their daily functions more efficient.

Implementation Team Brainstorming	While this may sound like an unusual step, it is critical that your AVF team study your requirements and apply their vast knowledge of business, accounting, and Serenic Navigator to create the best possible solution. After the Key Employee Interview process, we will have a clear picture of your requirements, allowing the team to review and make recommendations as to how we will address those functions within the system. Most of the required functionality will be standard within Serenic Navigator but some functions may require adaptation or integration, thereby creating a need for customization. Additionally, the AVF team will make recommendations regarding any existing processes and workflow that could be improved through redesign and/or system automation.
Documentation of Requirements	Based on the information discovered during the employee interviews and the implementation team brainstorming, AVF will document a detailed list of Client's functional requirements. This statement of work (SOW) will contain a detailed listing of the tasks required to deploy Serenic Navigator broken down by functional area, including detailed task descriptions, responsible party, and hours. In addition, the SOW will include a list of system enhancements and third party system integration points.
Implementation Planning	The AVF team will work with you to design a written implementation plan which identifies the order of the Serenic Navigator modules to be implemented; the necessary testing for each module; the parallel processes/tasks that need to be run; assigns responsible parties for each task; details the data conversion desired; and outlines the training plan for your staff. The implementation plan will also identify the proper time frame for a successful implementation of the system.
STEP II	The Build Phase:
Software Configuration	The AVF Project Manager has the responsibility of managing the software configuration activities. During the planning phase of the project, all configurations are defined, dependencies identified and the appropriate resources are applied and input into a project plan. During the build phase the execution of the plan is managed by the Project Manager. Regular team status meetings are conducted to ensure activities are being coordinated and configurations are being completed effectively. The AVF Project Manager works in conjunction with the AVF Support and IT departments to complete the appropriate client project information. This information will include the client's IT infrastructure (hardware and software), contact information, remote access information, software versions, custom configurations, license keys and a copy of their production database. This information is collected and placed on the secured AVF internal network for access by AVF support and IT resources.
Customizations and System Tailoring	AVF defines "tailoring" as a minor system change using the Page, Table or Report Designer tools. We may perform simple adaptations, such as adding fields and re-arranging screens, either at your site or at our office, as part of the implementation and budget.

	Customization Services are provided so that Serenic Navigator may better fit a client's requirements. All customizations will be documented, quoted, approved, and executed either as a component of the original SOW or as a Change Order. Serenic Navigator customization is typically performed using Serenic Navigator's built-in development environment. The Serenic Navigator web service may be used for sharing data or integrating with external applications. Services that are typically considered to be customization include electronic data conversion, advanced page, table and report design, all Codeunit changes, and integration with third party systems.
User Acceptance	After delivery and installation of the software, AVF will typically provide clients with a period of 2 to 4 weeks to conduct Acceptance Testing. The client's responsibility in Acceptance Testing is to use the software provided under the SOW, ensuring that it works properly and conforms to the detailed specifications. Upon request, we will develop acceptance suggestions for use in your Acceptance Testing. AVF will document all project related issues. Each issue is categorized, prioritized, described in detail, and assigned an owner and a resolution date. On a weekly basis the issue list is reviewed. All items resolved during the period are reviewed, and if resolved in a satisfactory manner will be moved to a 'closed' status. All other remaining open issues are reviewed for progress or further questions. After the 2 to 4 week acceptance period and after all outstanding issues have been resolved, clients will provide AVF with final user acceptance sign-off prior to the Deploy Phase.
STEP III	The Deploy Phase:
Environment Preparation	AVF will work with APHL to ensure that a stable, reliable operating environment is in place prior to the initial installation of Serenic Navigator. Any deficiencies identified will be addressed and rectified. This approach minimizes problems during implementation and after. Our typical system review includes: • Server configuration • Client configuration • System performance • System security • Backup strategies and procedures
End User Training	AVF will utilize two methods of getting your personnel up to speed with Serenic Navigator. 1. Effective hands-on training is the fastest, most economical way to jump-start users on the basics of a software package. We can conduct hands-on Serenic Navigator training sessions either at our office or at yours. The following is a partial list of the courses that AVF can offer APHL: ✓ General Ledger and Financial Reporting

	✓ Budgeting ✓ Accounts Payable & Purchasing ✓ Accounts Receivable & Sales Order Processing ✓ Inventory Control ✓ Fixed Assets ✓ Jet Reports 2. We also provide personal implementation assistance with individuals when classroom training is either impractical or not warranted. This training will include, but may not be limited to: how to enter data, perform key processes, verify data, print needed reports, and conduct periodic activities.
Final User Acceptance and Go Live	AVF will deploy the live Serenic Navigator database on-site and will remain on-site to help resolve any issues that arise. AVF will verify connectivity at all client workstations and will test remote access as needed. The client will be asked to test all third party applications that interface with Serenic Navigator. Each client will have a period of 30 days to conduct final user acceptance. It will be the client's responsibility to perform a comprehensive list of daily functions within the Serenic Navigator database to confirm that the system is free from errors or omissions.
STEP IV	The Support Phase:
Support	AVF views every client as a long-term partner and understands that your staff needs an ongoing communication vehicle that enables them to continue to function in the most efficient manner possible using the most up-to-date tools available. To meet this goal we offer an on-going Customer Care Plan (CCP) designed to cover day-to-day processing issues. This includes Help Desk support and includes the following services: • Technical staff support is available 8:30 am - 5:00 pm, Monday through Friday, and via the web (except corporate holidays). • Help Desk Support is designed to assist with procedural questions, error recovery, and feature and functionality questions. • Periodic reviews will be conducted on customer activity, identifying areas where additional training of customer personnel may be required. • CCP Members will be given priority access to AVF's support staff via the on-line Help Desk. • CCP Members will have access to the database of common problems and resolutions (Frequently Asked Questions) via the web. AVF will provide support over the phone, through the web, or by remotely connecting to your network via remote access software. AVF's web based Help Desk is used by clients to log support calls, development requests, training requests, etc. A transition to support is usually done within 30 days after go live by clients to log support calls, development requests, training requests, etc.