



# Implementation

✓ It's included

## Hit the ground Running

**In a world where Less is More**, it's easy to lose sight of the fact that you have a lot running not just on the quality of your new software but also on the quality of the transition to it. A poorly implemented transition drags on, with employees and customers alike feeling beaten down by software that seems less and less worthwhile as time goes on. Translated into the tangible, it means lost customers, unhappy employees, wasted time, inaccurate data, and lost money. What can be done?

SpruceWare.NET has consistently outsold its competition ever since it was released in 2006, and at this point we are the best in the business at making your transition to modern software go smoothly. As soon as you finalize your plans to partner with Spruce, our transition team begins working on implementation plans for your situation.

Here's what you can expect:

### Spruce's transition plan

- You will receive an initial call from the Director of Software, Training and Support to review a general implementation plan and to discuss any questions or concerns you have.
- Assignment of a primary trainer; this experienced specialist will be your main point of contact at Spruce throughout your transition process.
- A detailed implementation meeting that includes your key people and the Spruce specialists who will be involved in your transition.
- Once your server is available, we'll work through the internet to load SpruceWare.NET on your server (along with the latest .NET Framework, SQL Server tables, settings, etc.)
- Your trainer will schedule your initial training dates and times with you.
- A Spruce conversion specialist will complete an initial data conversion and load the converted data onto your new SpruceWare.NET system
- Your trainer will, following the schedule you worked out, do initial software and procedural training over several days. These initial training sessions are centered on general ledger and back office processes, data review, data entry, and overall work flows.

✓ Proven Effective  
Time and Again

✓ Agile and  
Responsive

## Spruce's transition plan (continued)

- Your trainer will also work with you to review the data on the Spruce system, suggesting a plan for in-depth data review so any issues with the conversion can be resolved prior to your final data conversion.
- Your back office people will enter practice transactions in SpruceWare.NET to get a good feel for the software and to raise any questions in a relaxed, non-urgent environment where mistakes do no harm.
- A second set of training sessions will bring your salespeople up to speed on sales and purchasing procedures as well as any procedures you request further review of from the initial training.
- Salespeople will practice processing transactions on the Spruce system, duplicating situations they face with customers so they will be well versed in handling those situations in SpruceWare.NET.
- On your initial transition day, data will be pulled from your old system and converted to your SpruceWare.NET system.
- Your trainer will work with you onsite in reviewing data from this final conversion, and you'll walk through procedures to verify numbers and to spot check all data.
- Once the data is fully converted and its integrity has been confirmed, your salespeople will begin using the software.
- The trainer and, often, your Spruce salesperson will be available to help you and your team through your initial live days.

✓ Emphasis on  
**Communication**

✓ Realistic and  
**Trustworthy**

✓ Customer  
**Centric**

When you partner with Spruce you partner with a company truly driven by customer satisfaction. At no time is this more clear than during your transition to SpruceWare.NET.

Spruce will work with you to get the appropriate data from your current system, oftentimes pulling that data ourselves without requiring your involvement. We will tell you up front exactly what we do and do not convert so there are no surprises. We will train you and your people the right amount at the right times to maximize your ability to understand the system.

*“...and we will be there for you after your live date, with dedicated employee-owners who want your satisfaction as much as you do.”*