



## 12 Step Implementation Plan

# Seamless Software Implementation

A successful implementation requires a methodical and structured approach to ensure a consistent and smooth delivery every time.

The implementation process for Retail Express's software is seamlessly executed by dedicated teams of experienced and industry-savvy managers, consultants and analysts. Our in-depth knowledge of the retail industry, IT applications and implementation methods guarantees a smooth integration and timely return on your investment.

Retail Express makes it clear from the outset what the implementation roles and processes involve and the responsibilities and deliverables are initially outlined within our implementation plan to ensure we provide precisely what is needed at a price which sets us apart from the competition.

Retail Express's implementation model includes the latest in industry best practices, available upon request.

Benefits that can be expected from our implementation:

- Ease of adaptation and transition to new and revised business processes
- Single point of communication and work flow management across different sectors of the business
- Trouble free transition to new system
- Dedicated on-site post-implementation support
- Ongoing training, consultancy and support during and after the implementation process.

## Definition



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### Project Kick-Off

Introduction to the aims, objective and scope of the project, what are the expected timelines and benefits

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### Project Assessment

Comprehensive review of the legacy solution and the Future Solution, what will be required to deliver the Project. Formal analysis and review of potential risks to the successful delivery of the project.

3

### Overall Plan

Define and agree high level plan across all parties involved in the project for the software implementation and for process changes.

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### Specification, Data Analysis & Integration

Define and agree the business processes and the functionality needed, the data required and the integration approach with other applications in terms of the technology and processing schedule.

## Execution



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### Development (Integration & Customisation)

Build the necessary interfaces (input and Output and any other agreed enhancement & customisations.)

A vertical teal line on the left side of the page contains 12 white circles, each containing a number from 6 to 12. The circles are connected by a thin teal line. The numbers 6, 7, 8, 9, 10, 11, and 12 are in white, while the numbers 6, 7, 8, 9, 10, 11, and 12 are in teal. The numbers 6, 7, 8, 9, 10, 11, and 12 are in white.

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### **Acquisition / Data Cleaning**

Import of sales data required to build the Data Models. Check the data syntax validity, deal with outliers and extraneous and inconsistent sale conditions. Build client specific Data Models using sales data provided, and determine if the stores are grouped in the optimal way to deliver consistently accurate results.

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### **Data Modelling (Analysis ) / Segmentation & Clustering**

Import of sales data required to build the Data Models. Check the data syntax validity, deal with outliers and extraneous and inconsistent sale conditions. Build client specific Data Models using sales data provided, and determine if the stores are grouped in the optimal way to deliver consistently accurate results.

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### **Solution Testing and Documentation (System & Integration Testing)**

Once the code has been build delivered into the system test environment the Retail Express test team will perform standard tests to ensure the system works as intended, and the data volumes expected are handled in a fit for purpose manner.

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### **User Training & Customer Acceptance (User Acceptance Testing)**

release is moved into the User Acceptance Environment for testing by the client users (UAT Stage).

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### **Production Preparation (Benefit Achievement)**

The Support team move the code to the Production Environment, refresh the databases with the latest data (items, costs, retail prices, offers, etc), ensures that the Security settings and Import and Export jobs have scheduled correctly and all the Retail Express departments are informed.

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### **Go Live with functionality & Support**

This is a formal acceptance meeting/review process to acknowledge and sign-off that the software as tested in UAT is performing correctly and as agreed and that the system is deemed ready to GO LIVE.

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### **Post Implementation Review (Software & Process)**

Once the system is live in the Production Environment and working satisfactorily, Retail Express and the client will conduct a review of the project identifying what worked well and what could be improved.



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