

Pre-conference one-day implementation bootcamp 1 April 2019

Successful Implementation Fundamentals

Course overview

Get immediate value from your Sage Enterprise Management Partner Summit attendance right from the start. Join us, with your peers, for an exciting one-day implementation focused bootcamp to share key content delivered by our accomplished experts and seasoned executives. From sales cycle to go-live, you will learn the essentials to position and deliver successful implementations which build long term customer relationships. We will demonstrate how services can be a value-enabler to win more deals. You will learn how to convert these sales into long term success with more controlled approaches to delivery. You will interact directly with members of the Center of Excellence and hear real-life examples on resolving complex business challenges. Attend this bootcamp and begin your journey towards building successful, long term and profitable customer relationships.

Why attend

- Build long term customer relationships
- Enhance capabilities with the latest processes and best practices
- Deliver your projects consistently, quicker and realise the benefits sooner
- Position services in the sales process for success
- Broaden your knowledge and share experience within the Enterprise community

What you will learn

- How to access the Sage project methodology and agile ways of working
- Best practices to improve your implementation and avoid potential issues
- How to increase your services through upgrade and migration project offerings

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Speakers

Pascal Gaudé has more than 25 years of experience building world class organizations in the software industry. He serves as Global Vice President of Professional Services at Sage and oversees people, processes and tools for the sales and delivery of world class professional and learning services for all product lines. Prior to Sage, Pascal held executive and managing positions at various international software firms, such as Trilogy, Salesforce and Enablon, where he developed expertise in the IT, finance, manufacturing, energy, services and distribution sectors.

Robert Smith has been working in ERP for over 20 years initially working with Sage products as a consultant on the partner side. Since joining Sage, Robert has held many senior roles within the Professional Services team including 10 years as a Project Manager then becoming a manager for the North America Professional Services Group. Having accumulated a wealth of knowledge and experience during his career, Robert has recently joined the Global Professional Services team as the Director of Global Enterprise Programs.

Who should attend

- Project Managers
- Implementation Consultants
- Pre-Sales Engineers
- Professional Services Managers
- Sales Representatives

Course prerequisites

- Existing Sage Business partner
- Enterprise Management experience
- Implementation experience

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Agenda

Theme	Topics	Learning outcome
Welcome		
Sage project methodology and performance	STREAM basics and governance	Gain an understanding of the STREAM methodology, how it will continue to evolve, and to gain access to the materials
	STREAM multi-country	
	Selling services	
	Change control	
	Fast start	
Running and growing a Professional Services practice	Round table discussion	Share best practices and experience within the Enterprise community to build a sustainable business with Sage.
Consultant soft skills	Interpersonal skills	Enhance your soft skills as a consultant or as a Project Manager to improve relationships.
Enterprise Management best practices	Upgrades	Learn about the Life Cycle Policy and upgrade process to build a long-term strategy with your customers.
	Data migration	Address data migration challenges in your implementations.
Sage Support and Services	Centre of Excellence (packaged services)	Recognize what the Sage Enterprise Management Centre of Excellence can provide for your success.
	Introduction to MEM 5-week program & resources available	Learn how to train your consultants more effectively and make them billable faster.

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Pricing

- Early bird rate of \$1,650 USD applies through 31 December
- Group discount of \$1,550 USD for 3 or more
- Optional pre-conference one-day implementation bootcamp add-on is \$250 USD