

Trading Partner Transactions Going Live



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Going Live with Trading Partner Transactions

Welcome to **Trading Partner Transactions** by Integrated Systems & Services Group, the first web-enabled version of QAD's MFG/PRO. TPT will improve the operation of your business and positively change your bottom line. When implementing a system of this magnitude, there are many things to consider. Even after the system is in place, you still need to decide how to execute the final step: Going Live.

This document will list some of the points that you and your partners must address to achieve success with TPT right from the beginning. If you need help with anything in this document, contact ISS Group at 973-812-9700, ext. 6009, or at helpdesk@issgroup.net or 877-HELP-028 (toll-free).

System Administration

You will need to involve a systems administrator (SA) who will be responsible for installing and maintaining TPT. This should be someone with a strong, hands-on understanding of your computer system. The SA will need to create written instructions for a backup SA for times when the SA is unavailable (i.e., vacation, sick). These instructions must describe the following:

- system installation
- software location
- commands to start and stop the product

The SA will need to develop some minor procedures that will automatically perform certain tasks. For example, the SA will need to create a routine that deletes temporary files. Another routine would be one that automatically backs up the eFramework database.

Initial Partner Base

When dealing with any highly functional system, no matter how well it has been planned, there are bound to be glitches. TPT is no different. ISS Group highly recommends that you initially use TPT with a small, select group of partners. Study your partner base and pick the ones who are the most flexible and the most open to technological enhancements. Choose partners with whom you have a solid, long-term relationship. Of course, you'll want to make sure that these partners understand that they have been selected to be in your "beta" group!

You should plan to use TPT with this select group for about two to four weeks before bringing the rest of your partners into the system. This will certainly allow enough time to resolve any issues.

You may want to hold some conversations with your target partners (customers, suppliers, distributors, etc.) to help determine which functionality and process changes would be most beneficial to them. Your partners need to perceive a real value in using this system in order to ensure project success.

Provide Instructions

In order to keep your partners happy, you will need to make the transition to TPT as simple and painless as possible. The most efficient way to prepare your partners for TPT is to create a document for them, a User Guide. **ISS Group strongly recommends this approach.**

This User Guide must provide the following information:

- General Navigation and System Utilization
- Minimum Software and Hardware Requirements
- Internet Access

You may want to conduct a class at your location or your partner's location to describe the new TPT system.

General Navigation and System Utilization

The document should begin with a description of how to use the TPT system. Policies and procedures can also be stated here. Many customers make

extensive use of screen shots to help walk their partners through some of the basic functions.

Another area to cover here is how to use a web browser. Some people are still unfamiliar with using a browser. This can lead to frustration and a negative response, which in turn would discourage a partner from using the product.

Minimum Software and Hardware Requirements

Your organization may possibly be more technically astute than some of your partners are.

Partners may not have enough computers in their organization to efficiently work with TPT. You will need to advise them as to how many computers they will need based on the amount of business you do with them.

Some partners may be using computers that are years behind the required technology. Refer to Chapter 1 of the *Trading Partner Transactions Installation Guide* for details concerning the required hardware and software.

Some ISS Group customers have found it beneficial to provide basic computers to their partners so that they can more effectively utilize this business-to-business connection.

Internet Access

Some of your partners may not have Internet access, which is an absolute must! Even if they do have Internet access, it must be reliable. Smaller partners may use a provider who may or may not be able to handle their new requirements. They may have a noisy phone line that could interfere with their use of the Internet. There may be other problems that limit their access and speed, like not having enough modems available at peak times during the day.

Inform your partners who do have Internet access that they should use a current browser. Recommend that they use MS Internet Explorer Version 4.0 or higher or Netscape Version 4.0 or higher. (This is not a requirement, but it certainly removes possible conflicts.)

Important Advise your partners that they **must** have a modem that operates, minimally, at 28.8 k.