



Successful Implementation Guaranteed



aka: how to guarantee you don't become a "statistic."

With the complexity of automating a business operation (and especially a distribution business), we felt it appropriate to address the typical risks of implementing a new inventory management and business process system into your business. We will identify one of the key differences that Zangerine offers that no other software company offers (that we know of). Others may say it. The key difference is the Zangerine actually *guarantees* it in writing.

Let's Define a Key Term. What is "Implementation?"

Implementation is the process of getting from the "sales order" to being able to actually use the software. With most systems, it's a very perilous journey. Most others would rather just "gloss over" or "ignore" the onboarding or implementation process and/or say, "of course you will be up and running or fully implemented...". It is rarely brought up with other systems, and if it does come up in the sales call, it's mentioned just in passing. You might see it on the invoice, but it is rarely well defined. In our industry, implementation is the "Elephant in the Corner" they hope you don't see, or hope you don't ask too much about.

First a Little Background

Zangerine works in a very specific niche in the software industry. Specifically, we service growth-oriented, specialty-product, distribution companies and businesses that need asset tracking. This software niche sits within the larger segment of "ERP Software" (or Enterprise Resource Planning software). Companies like Netsuite, SAP, Microsoft Dynamics/GP, Sage Intacct, Oracle, etc., are also in the larger category.

An Industry Littered with Failure

Unfortunately, the battlefield of ERP Software implementation is littered with failure. In fact, many industry analysts have shown that more ERP implementations fail than succeed. You can try Googling it yourself. "ERP implementation failure rate". When we typed that into Google search today, here's what Google returned on the first page (your results may differ):

ne you will propel your business like few other things can. It's a truly amazing thing to watch . . . and it's guaranteed.

With that as the backdrop, Zangerine's Successful Implementation Guaranty is a bold standout . . . we guaranty your implementation will be successful! You will not become a "statistic."

There are a number of reasons we can do that. You see, a guaranteed implementation is one of the things we're known for. We're happy to talk about it because we do it really well. Our Successful Implementation Guaranty has set a new industry standard. In fact, it's the only implementation guaranty in the industry.

"Guidance" vs "Guaranty"

Others might claim to "guide you through the process." However, that still leaves the responsibility for success on you. You haven't been through this before, and making you responsible for something that you've never done results in failure. Zangerine takes responsibility and guarantees success!

What Does a Successful Implementation Look Like?

With Zangerine, the implementation process is well defined and structured. We don't leave much (anything?) to chance. It has two parts: the technical implementation and the training implementation. We call this process "Live in 5."

Technical Implementation

In the first 5 business days after your initial Foundation call with us, we will do the following:

- Provision your database.
- Provide you with administrative username and password access to your online Zangerine system.
- Setup your users.
- Setup your warehouses.
- Complete your business info settings.
- Setup standard integrations.

If you need the optional data import and can provide us with an initial download of product data on our initial Foundation call, we will also provide you with:

- Initial Data Import
- Recommendations for optional data cleansing & optimization.

Basic Training Implementation

Following your successful technical implementation, we will then train you and your staff. It usually takes 5 sessions (sometimes less.)

Our focus on these training sessions and the accompanying tutorial products is to get you and your staff to where they are capable and profitable at the following key tasks necessary for basic functionality:

- Add a customer.
- Create an order.
- Create pick and pack list.
- Create a purchase order.
- Make invoice adjustments.

Most companies can go live after the technical and training processes. So, with Zangerine, you can have confidence that your business will be implemented successfully. We guarantee it!

What is "Live in 5"?

Not only do we guarantee a successful implementation, in some cases we can do it in as little as 5 business days. Not every business can qualify for this exceptional service, but if yours does, there is no better, faster, and more effective solution available.

What's Beyond the Guaranteed Successful Initial Implementation?

Successful implementation is the beginning. After the successful implementation, we can help take you to the next level. There are many ways to improve your skill and processes after a successful start. Here are some options:

- **In-Office Training:** Sometimes an outside perspective is just what's needed. We can come to your facility and review your processes and train you on your specific implementation needs.
- **Online Tutorial Videos:** These walk you through step-by-step many of the more common processes. They are available anytime and are linked within the software anywhere you see the  icon.
- **Support Chat:** Chat is a fast way to get a quick answer. Support chat is the fastest way to get answers to straightforward questions.

- **Support eMail:** When you don't need it just this second, or a more lengthy written explanation or attached picture does a better job, eMail support is very helpful. In fact, we find that most of our customers prefer eMail support to any other options.

- **Phone Support:** sometimes a phone call is the only way to convey the details. You may have a short wait, but we're here to help.

- **Personal practice:** Perhaps the most effective post implementation action you can do is just use the system.

- **Zangerine Certification Courses:** These are relatively short, \$100 courses that help you hone your skills in a specific area. They come with written instruction, video, 30 minutes of personal training and a competency certification test.

