**Implementation Plan**

**Deployment Strategy**

* **Requirements**:
  + **Hardware**: Robust servers with high storage capacity and processing power to handle the dual production lines of clothing and perfume.
  + **Software**: ERP software configured to manage the specific needs of a fashion and fragrance company, along with database management systems and web servers optimized for high-performance data processing.
* **Installation**:
  + **Phase 1: Setup**:
    - Set up the centralized database with separate schemas for clothing and perfume production.
    - Install ERP software on company servers or cloud infrastructure, configured for Shoplight’s operational needs.
  + **Phase 2: Configuration**:
    - Configure modules based on the company’s product lines, ensuring that processes for fabric and fragrance management are distinct yet integrated.
    - Perform data migration from existing systems, such as material inventory records and customer databases, with careful mapping to ensure accuracy.
  + **Phase 3: Testing**:
    - Conduct testing of the entire system, focusing on the integration between clothing and perfume processes, and ensuring smooth operation across all modules.
    - Simulate real-world scenarios, such as simultaneous production runs for clothing and perfume, to test system performance under load.
* **Timeline**:
  + **Week 1-2**: Setup and installation, including server configuration and initial software deployment.
  + **Week 3-4**: Data migration and module configuration, tailored to the specific needs of clothing and perfume production.
  + **Week 5**: Comprehensive testing, with adjustments made based on test results.
  + **Week 6**: Go-live, with full system deployment and post-launch support.

**User Training**

* **Training Modules**:
  + **Module 1: System Navigation**:
    - Introduction to the ERP system’s interface, with a focus on the dual-product line approach. Users will learn how to navigate between clothing and perfume modules.
  + **Module 2: Module-Specific Training**:
    - Detailed training on each module, such as Inventory Management for fabric versus essential oils, or Production Planning for garments versus perfume batches.
  + **Module 3: Troubleshooting**:
    - Training on common issues, particularly those related to the integrated management of the two product lines, and how to access support.
* **Training Materials**:
  + **User Manuals**: Manuals with detailed instructions, including specific sections on clothing and perfume management.
  + **Video Tutorials**: Step-by-step video guides demonstrating the system’s use in the context of Shoplight’s dual production lines.
  + **Quick Reference Guides**: Summarized instructions for key tasks, such as entering production data for clothing or adjusting inventory levels for perfume materials.
* **Support**:
  + **Helpdesk**: A dedicated helpdesk available for the first 3 months post-implementation to assist users with any issues, particularly those related to managing the dual product lines.

**Support and Maintenance**

* **Ongoing Support**:
  + **Bug Fixes**: Regular updates to address any issues, with a focus on maintaining the integrity of data across the clothing and perfume modules.
  + **Feature Updates**: Periodic enhancements, including new features that may be specific to the fashion or fragrance industry.
  + **24/7 Support**: Continuous availability of technical support through a ticketing system, ensuring quick resolution of any issues that may arise.
* **Maintenance Schedule**:
  + **Monthly**: System checks and minor updates, including validation of data consistency between the clothing and perfume modules.
  + **Quarterly**: Backup and restore testing, ensuring that all data, particularly for critical processes like production and inventory, is securely backed up.
  + **Annually**: Major system upgrade and performance optimization, with a focus on scalability to accommodate potential business growth.