**Implementation Plan for Averx ERP System**

**1.0 Introducton**

The implementation of the ERP system at Averx is a critical undertaking that requires meticulous planning and execution. This plan will detail the steps necessary for deploying the ERP system, focusing on training and support strategies to ensure a smooth transition and effective utilization of the new system.

**2.0 Training Strategy**

It is important to ensure that the employees in the company learn how to use the new ERP system effectively and to its fullest potential. The training strategy will house the several key components for effective training and implementation of the ERP system in Averx:

**2.1.0 Needs Assessment**

**2.1.1 Identify User Roles**:

We begin by categorizing employees based on their roles and responsibilities within the organization. Understanding the specific functions each user group will perform in the ERP system will help tailor the training content to their needs. This will also help to reduce the amount of time we spend training as we wouldn’t have to spend time trying to train them individually

**2.1.2 Skill Level Evaluation**:

By conducting various surveys and questionnaires we will be able to identify the skill level of the various employees and individuals working in the company. This will help identify knowledge gaps and areas where additional training may be required.

**2.2.0 Training Program Development**

**2.2.1 Customized Training Paths**:

Develop training programs that cater to different user groups. For instance, finance staff may require in-depth training on the financial modules, while warehouse staff may need to focus on inventory management functionalities and so on.

**2.2.2 Content Creation**:

Create a comprehensive training plan that includes various formats such as video tutorials, user manuals, and interactive workshops. This multi-faceted approach will cater to different learning styles and preferences.

**2.3 Hands-On Training**

**Sandbox Environment:**

An environment where employees can practice using the ERP system with dummy data is crucial as we cannot practice with live data because of the various risks involved. This hands-on experience will help users become familiar with the system's interface and functionalities.

**Phased Training Approach**:

Conduct training in phases, starting with basic functionalities and gradually moving to more complex features. This will allow employees to build confidence and competence as they learn.

**2.4.0 Ongoing Support**

**2.4.1 Helpdesk and Resources**:

Establish a dedicated helpdesk to provide ongoing support for employees post-training. This support can include troubleshooting, answering questions, and providing additional resources as needed.

**2.4.2 Regular Follow-Up Sessions**:

Schedule follow-up training sessions to reinforce learning and address any emerging challenges employees may face as they begin to use the ERP system in their daily tasks.

**3.0 Support Strategies**

In addition to training, robust support strategies are crucial for ensuring the successful adoption of the ERP system.

**3.1 Change Management**

**Organizational Change Management (OCM):**

Implement an OCM plan that addresses the broader implications of transitioning to a new ERP system. This includes managing employee expectations, communicating the benefits of the new system, and addressing any resistance to change.

**Stakeholder Engagement**:

Involve key stakeholders throughout the implementation process to foster a sense of ownership and commitment to the new system. Regular updates and feedback loops will keep stakeholders informed and engaged.

**3.2 User Acceptance Testing (UAT)**

**Testing Phase**:

Before the official go-live date, conduct User Acceptance Testing to ensure that the system meets business requirements and is functioning as expected. This phase will involve end-users testing the system to identify any issues or areas for improvement.

**Feedback Incorporation**:

Gather feedback from UAT participants and make necessary adjustments to the system or training materials based on their experiences and suggestions.

**3.3 Go-Live Support**

**Launch Strategy**:

Develop a clear go-live strategy that outlines the steps for transitioning to the new ERP system. Options may include a "Big Bang" approach (switching to the new system all at once) or a phased rollout (implementing the system in stages).

**On-Site Support**:

Provide on-site support during the initial go-live period to assist employees as they navigate the new system. Having knowledgeable staff available to answer questions and resolve issues in real-time will help ease the transition.

**4. Evaluation and Continuous Improvement**

Post-implementation, it is essential to evaluate the effectiveness of the training and support strategies:

**Monitoring Usage**: Regularly monitor how employees are using the ERP system through system analytics and user feedback. This will help identify areas where additional training or support may be needed.

**Feedback Mechanisms**: Implement mechanisms such as surveys or interviews to gather feedback from users about their experiences with the ERP system and the training they received. Use this information to make continuous improvements to the training program and support resources.

**Iterative Training Updates**: As the ERP system evolves and new features are added, update training materials and support resources accordingly to ensure that employees remain informed and capable of utilizing the system effectively.

**5. Conclusion**

The successful implementation of the ERP system at Averx hinges on a well-structured training and support plan. By focusing on the specific needs of employees, providing hands-on training, and establishing ongoing support mechanisms, Averx can ensure that its workforce is well-equipped to leverage the new ERP system, ultimately leading to enhanced operational efficiency and improved business outcomes.