

# Rollouts

# Setting the scene

Winning international deals

As a local/regional partner, how do we beat international competition

Delivery approaches

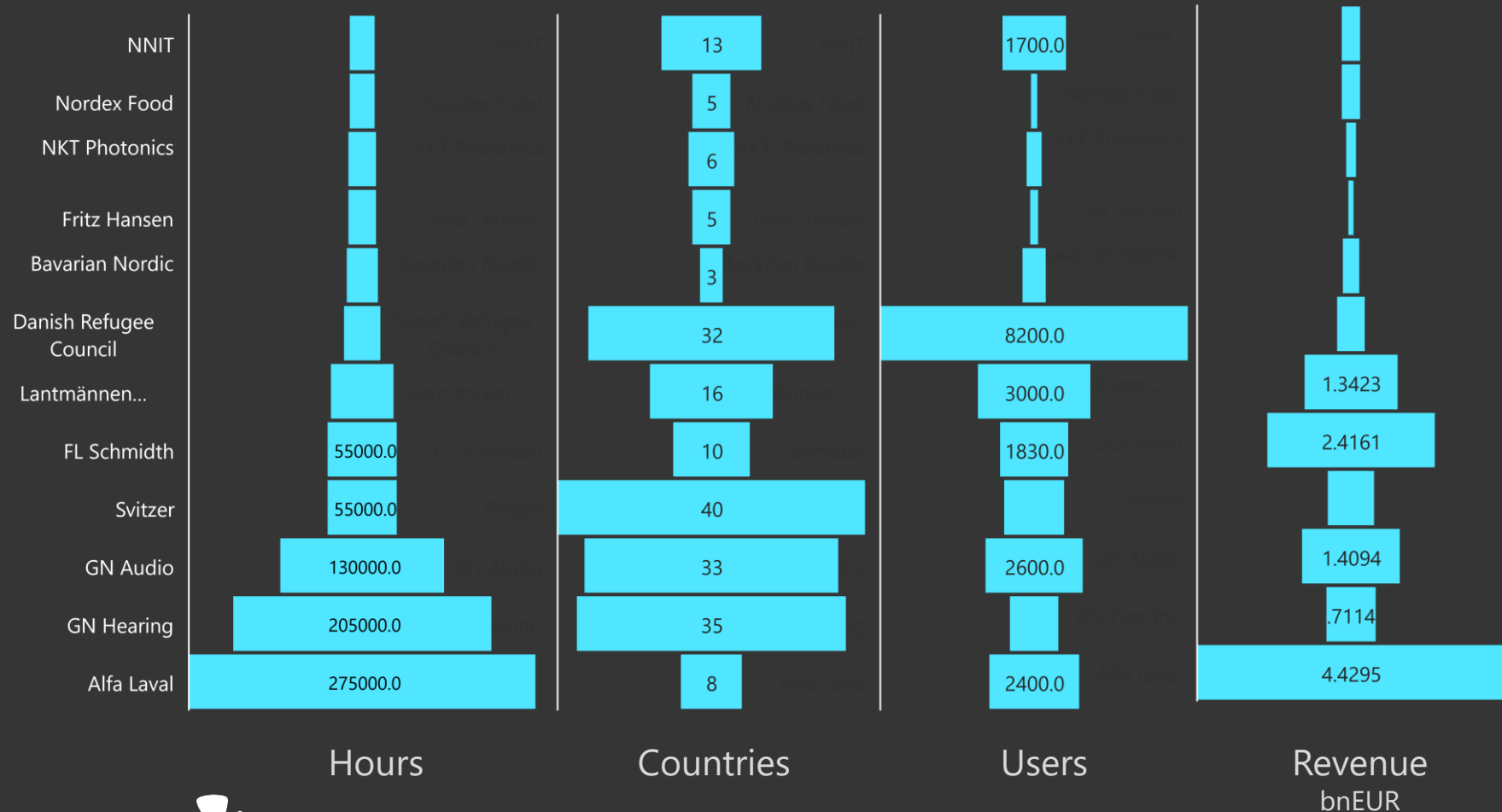
Suggestions for strategies for rollouts and template approaches

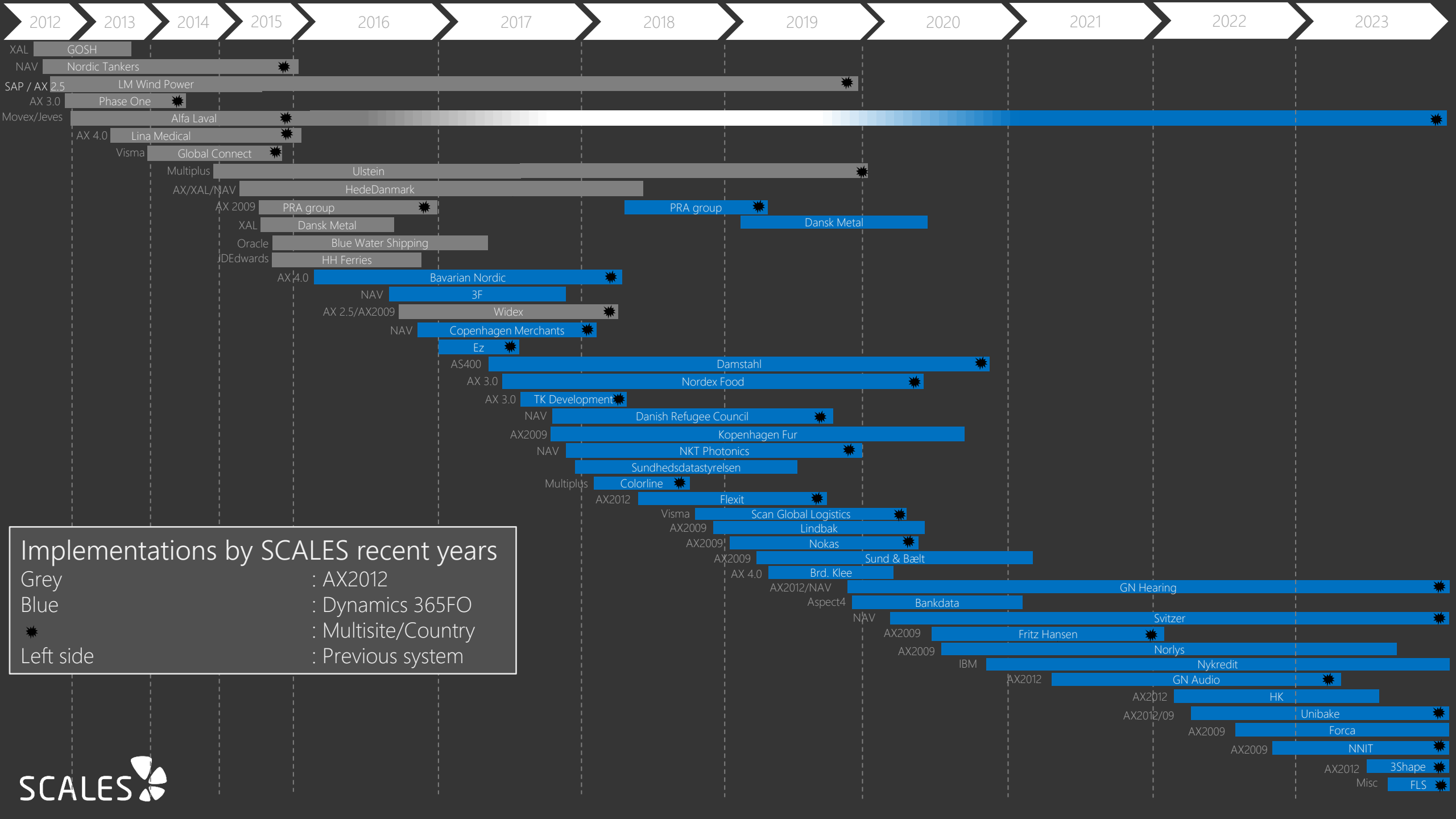
DynamicsPact

Joint input discussion on approaches used and joint messaging.

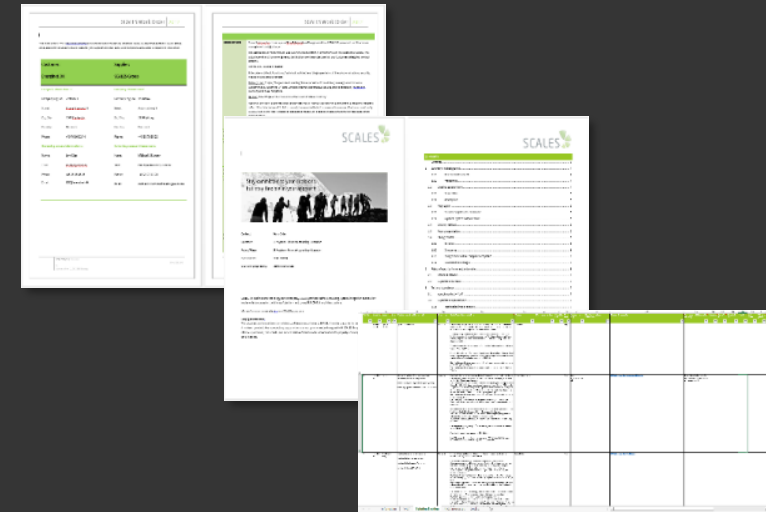
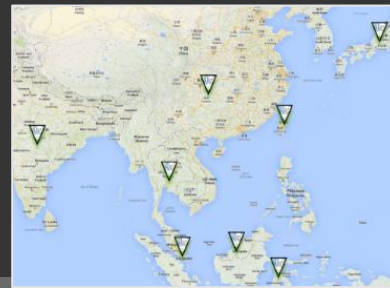
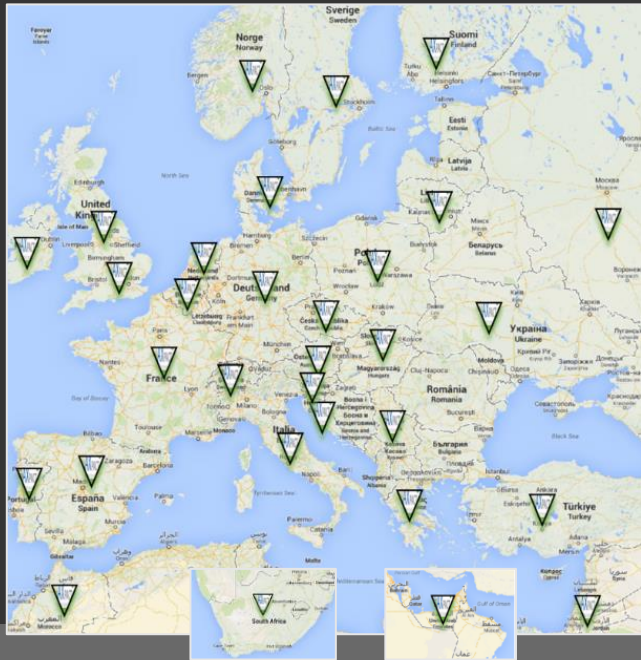
# [SCALES] international client deployments

- **[40+]** multinational customers
- **[60+]** countries deployed
- **[250+]** sites outside **[Denmark]** deployed





# DynamicsPact



## Coverage

- [46] countries covered through
- [141] local offices with
- [2,700+] D365FO resources on the ground
- [1,500] live D365FO customers
- No other D365 vendor covers as wide and deep globally

## Criteria

- Top 3 performer in the respective country
- Validation in the adoption process with:
  - Local MS,
  - Certifications and
  - customer references
- Expulsion and country exclusivity are key tools

## Delivery

- All up responsibility lies with SCALES
- SCALES can hold all contracts but its optional
- The customer may contract local partners directly
- Handover of the template to local implementation partners by SCALES + Customer

# Rollout approaches

# Background

Some key areas of focus to consider:

- Geography
- Key stakeholders and project participants (The Customer internally)
- The Customers Solution areas
- The Customers Service areas
- The Customers Departments
- Processes (APQC/SCOR etc)
- Business Criticality
- Program length vs. resource pull and
- Project economy vs. benefit harvesting
- => Big bang or phases

Key sites (examples)



# Typical approaches

## Full template with non-core cascades

- Possible for projects with ability to execute template build at a full-scale site (processes and business areas)
- Optimizes TCO
- Optimal for harvesting of benefits if the deployment can be a Big Bang
- Usually, shortest total implementation time

## Evolving

- ERP options/Process based roll outs
- Local/regional requirements
- Fast harvest of initial benefits from first rollouts
- Business development / Strategic changes
- Potential / postponed requirements from the early stages can be cascaded

## Synthesis

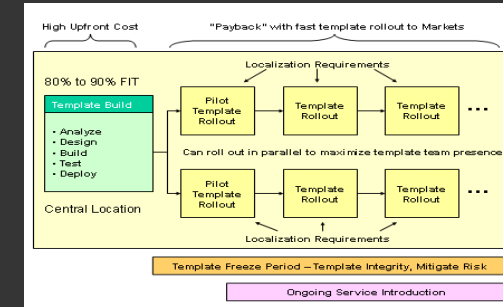
- In general, not recommended, but serves some purposes
- Customers with hard stops of existing systems at some sites/areas (fast solution)
- Acquisitions / self-contained subsidiaries
- Live "test" of viability before the bigger program is initiated
- Might decrease requirements for some of the (usually large) analysis

## Rollouts – key suggestions

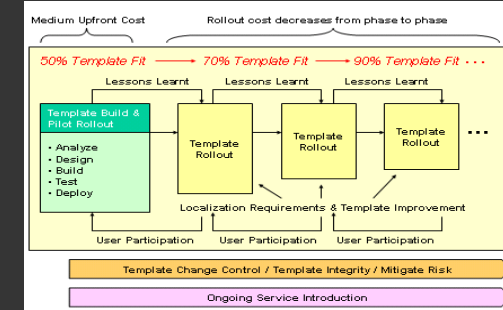
- Big-bang vs. phased.
- Only one key geography/division being rolled out at a time
- Template/major go live, followed by a pilot rollout before full speed rollout
- Optimize the Rolling Team programme
- Template, Rollout and Support to be centrally coordinated until final go-live
- At full speed 3-4 rollouts in parallel

Investigate bundle-rollout options (multiple companies in one rollout)

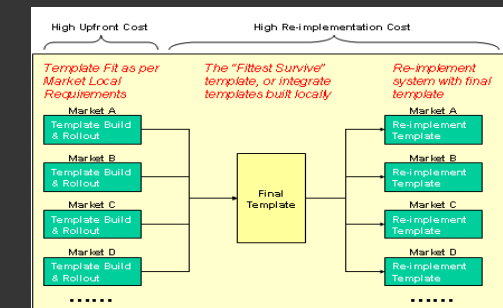
## Full Template



## Evolving Template



## Synthesis Template





# Rollout strategy

## Key site:

- Template and "MAIN site" as one project
- Materially covering all "In Scope" processes (TBD)
- Covering selected "ERP Options"
- Potentially covering all Dept/ services



## Template team

DECREASING OVER TIME →

- Addition of "ERP Options"
- New requirements
- Site mobilization
- MDM
- Development
- Major releases

## Support team

INCREASING OVER TIME →

- Key and/or end user support
- Patching and maintenance

Template team

Support team

Roll out teams

Ongoing Rolling Team setup = cross fertilization and harvesting of talents

Mobilization for all sites initiated 1-4 months prior to project start. Ideally 1 week per site

- Stakeholder identification
- High level gap/fit
- Local requirements (statutory req, data, integrations etc)
- Special infrastructure req.

Mobilization "Key Site 1"

"Key Site 1"

HC

Key Site 2

Key Site 3

Size of projects vary with site complexity and bundling

KEY sites

Mobilization Subsidiary Pilot 1

Pilot 1

HC

Site 2

Site 3

Site 4

Site 5

Site 6

Region 1

Hyper care for all sites 1-3 months after go-live depending on size/complexity

- Project team handover to Support team
- Priority for mitigations in HC phase.
- Aim at only 1 hyper care at any given time

Site 7

Site 8

Site 9

Site 10

Site 11

Site 12

Region 2

Aim at "bundle rollout" when possible – for lower TCO/shorter timeline

Site 13

Site 14

Site 15

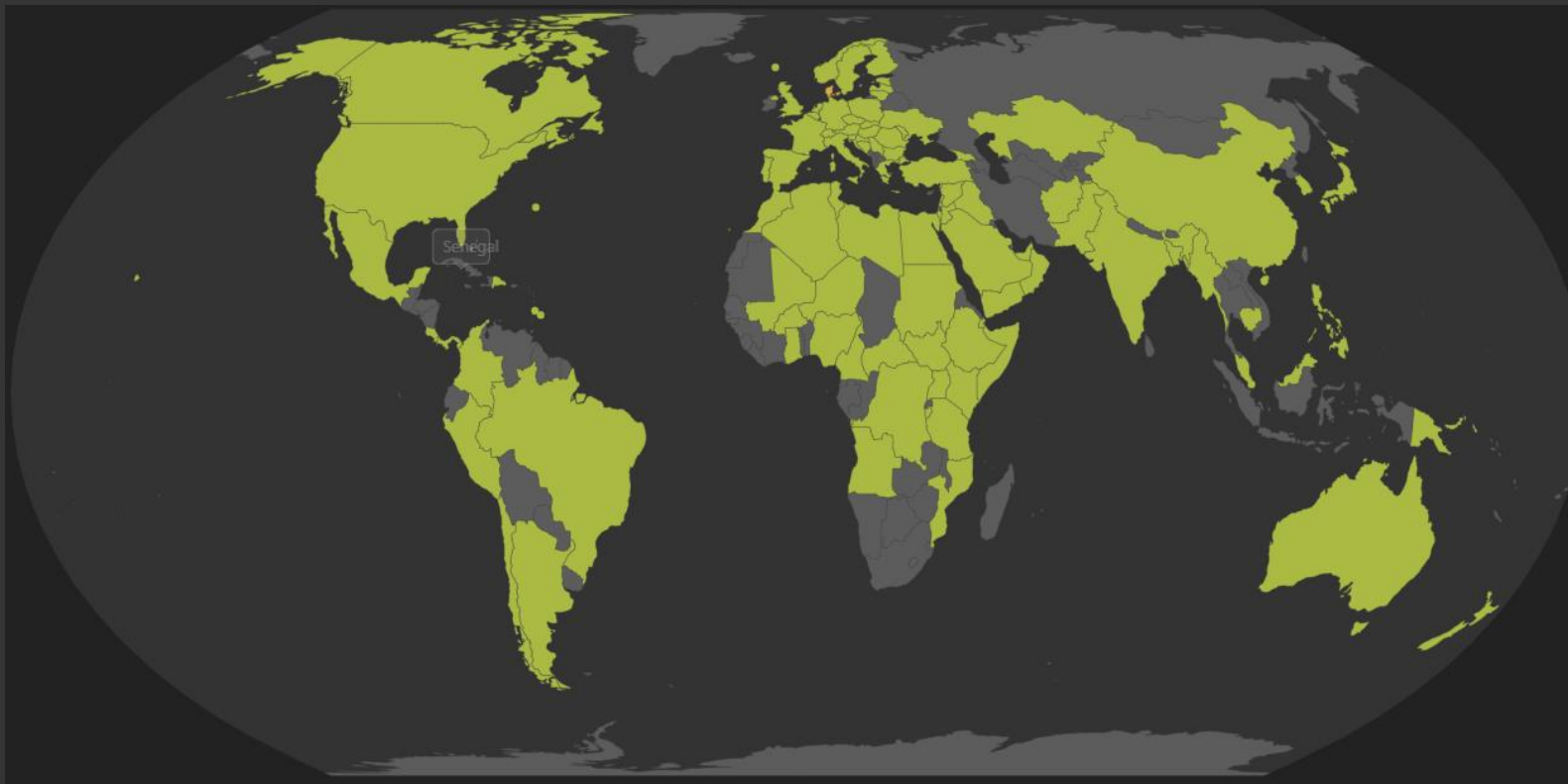
Site 16

Site 17

Site 18

Region 3

Increase Customer ownership of the rollout / Decrease Partner involvement. | Optimize "Rolling" team organization | Governance and strategy



Joint input discussion on approaches used and joint messaging