



Overview of Phases

Diagnostic Phase

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The Diagnostic phase starts during the sales process and ends with an accepted proposal and contract for the next part of the implementation project. The goal of the Diagnostic phase is to gather enough information in order to define the high level project scope and make a confident proposal for the remaining phases of the implementation. The major deliverable is the implementation proposal and contract. There will also be high level and possibly detailed requirements and gap/fit analysis documents.

Analysis Phase

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The Analysis phase represents the official start of the implementation project. The overall goal is to define and agree upon all the business requirements related to the new Microsoft Dynamics™ solution. This includes the business and data migration requirements, as well as integration requirements. The major deliverable is the comprehensive functional requirements document.

Design Phase

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The goal of the Design phase is to define how the business requirements will be implemented. The phase includes design of both the overall Microsoft Dynamics™ solution configuration and the design of specific customizations and integrations needed to satisfy business requirements identified during the Analysis phase. The customizations can range from simple user interface or report modifications to complex functionality additions or modifications. The phase also includes mapping and designing processes for data migration.

Development Phase

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The goal of the Development phase is to develop the customizations, integrations and data migration processes that are defined and approved in the design specifications. The major deliverables are the completed feature customizations, reports, integrations and data migration processes. Each component is tested and verified to be functioning according to specifications.

Deployment Phase

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The Deployment phase is where all the efforts of the project team come together for a successful transition to the new Microsoft Dynamics™ solution. There are several important activities that must be completed in order to reach the end goal. The phase includes all the activities related to final system and load testing, training End Users, and the actual cut-over to the new production environment.

Operation Phase

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The goal of the Operation phase is to transition the customer from the implementation project into on-going support following a successful go-live. The deliverables for this phase include final project and software related documentation, project review documentation, and on-going support contracts. At the end of this phase, the project will be transitioned to the customer and on-going support.