



# NSD ERP SYSTEM

RELATED SERVICES

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## Introduction

The decision to procure and implement an ERP system as the NSD ERP System is a strategic step in the lifetime of any enterprise or organization, this operation necessitate to understand that the employees will have some difficult to accept a new system and environment, this situation can cause some problems to the integrator team, that is why it is strongly recommended that you take your time to explain them that the new system will help them in your daily work and it will be and extraordinary add value for them and their carriers.

By a mutual agreement, NSD presents to its customers a customizing package of services which can include the below services:

- Human Capital, structuring or re-structuring, policies and business procedures
- Customer Infra structure survey
- Hardware installation or adaptation and maintenance
- Network, installation, optimization and maintenance
- NSD Training
- Organizational Change Management (OCM)
- System Implementation
- Data Migration
- Support
- Maintenance

## Organizational Change Management (OCM)

The NSD Organizational Change Management (OCM) Expert is primarily responsible for ensuring that human and organizational risks to the implementation are identified and that actions are put in place to minimize them. In addition, he or she ensures that human and organizational benefits are maximized to achieve the greatest return on the investment made.

The NSD OCM Expert serves as a point of contact for the organizational change management activities on the project. He or she sees to it that organizational change activities are conducted, that dependencies with other implementation activities are identified, and that synchronization takes place.

### Key Tasks

The primary responsibilities of the NSD OCM Expert include:

- Work with other project team members to gather detailed information about the process design and the impact on the roles and the organizations affected (for example, information on the transactions owned by particular roles)
- Identify human and organizational risks, and develop and maintain the change charter and NSD Organizational Change Management (OCM) Plan
- Drive out specific change tasks and deliverables, and facilitate organizational change events when required (for example, a job impact workshop)
- Support the impacted businesses with information and detailed frameworks, where appropriate, to ensure that they can conduct the necessary activities to minimize organizational risks

### **Implementation**

Offering proven methodologies, advanced software tools, and best practices to get your NSD solution up and running quickly to contribute into your business goals.

Work with the client to develop an implementation strategy focused on his key priorities.

Create an implementation plan that enables you to manage project scope and evaluate progress along the way.

### **Training & Documentation**

Two type of training are assured by NSD

- 1- Power Users Training
- 2- End Users Training

The above training are started form your acquisition of the NSD BSC until its complete implementation (GO LIVE),

Concerning the documentation, NSD assures you a detailed end users (System Navigation) manual and a power users customizing manual.

### **Maintenance & Upgrade**

Our Services Maintenance gives the client various options, each designed to keep his NSD BCS SYSTEM solution up and running. These include: NSD Standard Support Includes system performance monitoring, proactive services, and access to NSD experts.