



# Sage Construction EVision

## Case Study: Hannaford implementation

### 1) Briefly, what software did Hannaford use previously and what was the driver for changing this?

We used Intellect, another bespoke construction system. Intellect was around 11 years old and only being used optimally by the finance side of the company. Commercially, we were using reports generated from Intellect, however the commercial team were using external sources for their own work which frequently caused a conflict in data when comparing to Intellect.

There were several reasons for moving to a new system; we felt the need for an ERP system that would encourage universal use throughout the company, increase the efficiency of our internal processes and aid the modernisation of the company.

### 2) Did Hannaford create a project team to implement the system? Who was on the team and how did this work?

We created a team that comprised a project manager (this role was recommended by Sage Construction), a project sponsor and two project assistants. Like all companies, there is a significant amount of overlap between the finance/admin department and the operation of the company, so we felt that both a finance and commercial presence was essential. Our finance director has a complete understanding of the entire business and has successfully implemented two systems prior to EVision. Our project manager oversaw the

co-ordination and delivery of the project and was key in applying our existing commercial processes to EVision.

The combined knowledge of those in the project team – financial, operational and specialist knowledge - proved to be extensive and allowed us to consider all aspects of the company to be applied to EVision.

### 3) Did you inform the rest of the business about the new finance system?

Yes, before any on-site activity we notified the business of the project and the various teams within the company also contributed to all stages of the implementation that were relevant to them. It was important to us to get the entire company using EVision, so we felt it was necessary to expose the teams at the earliest opportunity to gain their enthusiasm.

### 4) Project planning – how was this arranged, did Sage help you with this, and did you get regular updates as the project progressed?

The project manager on the Sage Construction side created a project plan which we followed. Sage Construction's project manager and our internal project manager were in constant communication to monitor the progress of the project and to make any changes to the programme if necessary. Advanced planning was essential preparation.

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**5) The project plan is usually split into Analysis, System Configuration, Workshops, Key-User Training, Testing, End-User Training and Go-live Support. How did all these phases work for Hannaford?**

We chose to take a longer period of time to implement EVision in comparison to other companies because we opted to wait for the new tax year for the go-live date rather than our year end which was sooner. This worked in our favour as it allowed minimal disruption to our everyday work activity. However, because of the longer breaks between the stages, there was sometimes a need to re-visit certain areas to benefit Hannaford staff, which sometimes impinged on the flow of the day.

**6) Did Sage Construction provide a 'test environment' that users could use to learn the system during the implementation? How did this work?**

A test environment was created for us which was used to test the compatibility of our existing processes with EVision. As a result we could identify any necessary amendments to our processes or EVision depending on the significance of the issue. Also, because of our lack of commercial system processes we used the EVision functionality in the test environment to guide the creation of new processes.

**7) How did you find Sage Construction's personnel that worked on your project? Were they able to understand your business, and did you set out to achieve the results you wanted to?**

Sage Construction's lead consultant was excellent, he has a great understanding of our business. He has a patient and calming influence, is well organised, clear in his explanation at all times and very knowledgeable. I'm sure we had a simpler implementation in comparison to other complex implementations.

**8) Was there a sense of working in partnership on the project?**

Without question. At all times we felt Sage Construction was part of Hannaford and working with us to achieve the system we needed.

**9) Was the project kept in budget and on time?**

The project was on time; we kept to our go-live date of 1st April. We have kept 6 days back for the implementation of Package Management. An additional four days are required so we will finish the project around four days over.

**10) Did you have many changes / configuration changes done to the software and how did this work?**

Because of our lack of commercial system processes, we were flexible and open in adopting the natural functionality and processes of EVision, meaning minimal change to the system. Financially we were able to integrate our existing processes without any significant changes to the system or to the processes themselves. In general, EVision has streamlined our business in all areas, including purchasing, sales and purchase invoices, stock and payroll.

During the project we were exposed to Jet Reports, which we purchased. Jet Reports has significantly enhanced our reporting capabilities.

**11) Sage Construction provides on-site go-live support. How did you find this? Was it useful?**

Sage Construction's lead consultant was on-site for 5 days which was essential for the smooth transition from Intellect to EVision, particularly because the commercial team were adopting new processes in some instances alongside using a new system. Having the comfort of the consultant in attendance reduced the pressure significantly.

**12) Sage offers data migration from your existing finance systems. How did this work for Hannaford and did it meet your expectations?**

Data migration went well due to another consultant from Sage Construction. We only have basic Excel knowledge so we were grateful for additional assistance when tidying the data. The same can be said of Sage Construction's lead consultant when he performed the migration for the live company - he far exceeded our expectations. We uploaded some data manually which the lead consultant assisted with during go-live.

**13) How did end users take to the system? How soon were they able to use the system after go live?**

The end users have taken to the system immediately. Financially, we were running payroll before 'go-live' in the test environment to reconcile against Intellect, which proved to be invaluable. Our personnel are all IT-orientated with a few being advanced. This progressed the development of others as did the fact that Jet Reports was developed to a level we didn't think we'd achieve straight away - a major benefit of the project.

**14) Do you have more users of the system in the business than you had on your previous system and has this improved the sharing of information around the business?**

Yes, the entire company is exposed to EVision now, whether directly to the system or through a Jet Report generated from EVision to assist in their daily job. We now have a central source of information feeding the business.

In particular, our commercial team, contracts managers and project co-ordinators were not previously using Intellect, they are now constant and enthusiastic users of EVision. Intellect was capable of being an ERP system, however it was DOS-based and we felt that the functionality was cumbersome and restricted in comparison to the Windows-based EVision. The efficiency and inviting look and feel of EVision has encouraged users to quickly embrace the system.

Responses by Matt Vier, Project Assistant.