

# Lawson Consulting Services

Lawson provides the ideal software package to manage your operating budget or track precious inventory. It offers sound financial, human resources and materials management solutions.

Now, count on ACS to transform your Lawson technologies into solutions that help you deliver efficient back-office support. We can launch your enterprise into a whole new era in healthcare – and provide safe, effective treatment to your patients.



We'll deliver a full and complete implementation, not just an installation. Our solid Lawson support includes:

- Scrupulous pre-implementation planning
- Expert design
- Thorough implementation support
- Post-implementation audit and support.

## Our Results

Our Lawson-certified consultants deliver sound design solutions and measurable ROI improvements. We form a partnership with you to:

- Align your business goals with your Lawson objectives
- Translate strategies into optimized enterprise processes
- Act on opportunities to establish and grow business processes that are collaborative, valuable and long-term
- Identify and implement technology solutions with functionality demanded by the optimized processes
- Manage the resulting change and integration challenges during and after initiatives
- Uncover new opportunities to better meet your goals and expectations.

We've participated in more than 50 Lawson implementations, helping our clients with:

- Implementation
- Project management
- Application and technical consulting
- Process improvements.

## Our Intellectual Capital

Since our founding, we've offered clients innovative, single-source consulting solutions. Our senior-level consultants – management experts, IT professionals, facility planning specialists – provide sound, cost-effective results.

Many of our application consultants are certified in multiple product lines. Our financial consultants, for example, have implementation experience in:

- Accounts Payable
- Accounts Receivable
- Activity Management
- Asset Management.

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Our HR/Payroll consultants have experience in:

- Human Resources
- Payroll (BSI TaxFactory™)
- Benefits
- Position Management
- Time and Attendance
- Training Administration
- Personnel.

And our technical consultants have extensive experience with clients running AS/400, Windows and all UNIX versions. They are also Oracle- and NT/SQL Server-certified.

## Our Value

By working with IT leaders such as Lawson, we offer you a complete, risk-shared enterprise resource planning package.

As one of the nation's largest Lawson Series 8.x practices, we provide an economical and thorough implementation solution. Let us help you achieve long-lasting success.

## Our Solutions

Our multidisciplinary team works with you to meet your business goals. From assessing your systems and processes to designing your new system through implementation and beyond, we maximize your system – on time and on budget.

We provide a full array of services to help you manage day-to-day application activities. Our services include:

### Assessment

We will:

- Examine your existing processes in light of the Lawson tool selected and best practices
- Look for existing opportunities for efficiency
- Identify lost opportunity costs
- Ascertain existing resources
- Define a plan for managing processes and bottlenecks that you may encounter during implementation.

### Design

First we consider:

- Resource acquisition and reallocation
- Location and form of all system components
- Technology enablers incorporated into the solution.

Then we design a system tailored to your needs.

We will:

- Develop a high-level, milestone-driven project plan and budget
- Define the requirements for the project team
- Develop a plan and schedule.

Our design includes:

- Identifying best practices
- Guidance on maximizing your Lawson solution for process improvement and workflow
- Assistance in streamlining your processes to obtain maximum productivity and ROI
- Recommendations for productivity-enhancing integration with payroll, scheduling, HR, accounting systems and supply chain optimization
- Identifying cultural, operational and system processes for conversion and integration of Lawson systems into your healthcare enterprise.

### Implementation Support

Our deep Lawson technical and functional experience covers multiple platforms, including both Windows and UNIX environments. And our trained engineers and hardware partners give you the resources to properly support your implementation. We also have experienced programmers to assist with third-party interfaces and customizations.

We support implementation of your Lawson Software through:

- Project management
- Technology acquisition installation
- System integration
- Historical data conversions
- Testing and training
- Job descriptions and recruiting.

### Post-implementation Audit/Support

We can provide post-go-live support through month-end or year-end. Or we can audit your intended goals with the state of the system at go-live.

### Help Desk

Our easily accessible and always available Help Desk services include 24/7/365 expert escalation and super-user support when you need it most. This is included in our Fully Hosted and Remote Management Services.

## Network Management

We provide everything you expect and need for your packaged applications. We manage the routers and bandwidth. And we install all required equipment to get you up and running quickly. You're assured a high level of comfort with our:

- High-capacity national backbone
- 24/7/365 network operations center
- Superior support and service.

## Remotely Managed Solutions

Our RMO offering gives you access to the benefits of outsourcing while avoiding a fully outsourced application service provider mode. We offer:

- Real-time system checks
- Around-the-clock emergency support
- Access to a wide array of Lawson technical and functional expertise.

Our RMO service provides support in the most complex areas of your application deployment, including:

- Technical administration
- Functional support and monitoring
- Database monitoring/tuning.

We do all this without having to take your hardware and infrastructure off site. You can free up your Lawson personnel to focus on strategic business development to service your clients, rather than on internal maintenance and support.

## Contact Us

### ACS ITO Communications

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## About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



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