

# acuity

## Preparing for your implementation of Sage Intacct Starter Edition

Customer Guide

sage Intacct



- Introduction
- Scoping
- Partnering
- Change Management
- Prepare
- Kick-Off
- Data Collection
- Data Load
- Comms
- Test
- Go Live
- Adopt

## Your implementation journey at a glance

### How to use this guide

Embarking on a new system implementation can be exciting and challenging in equal measure. You may be wondering:

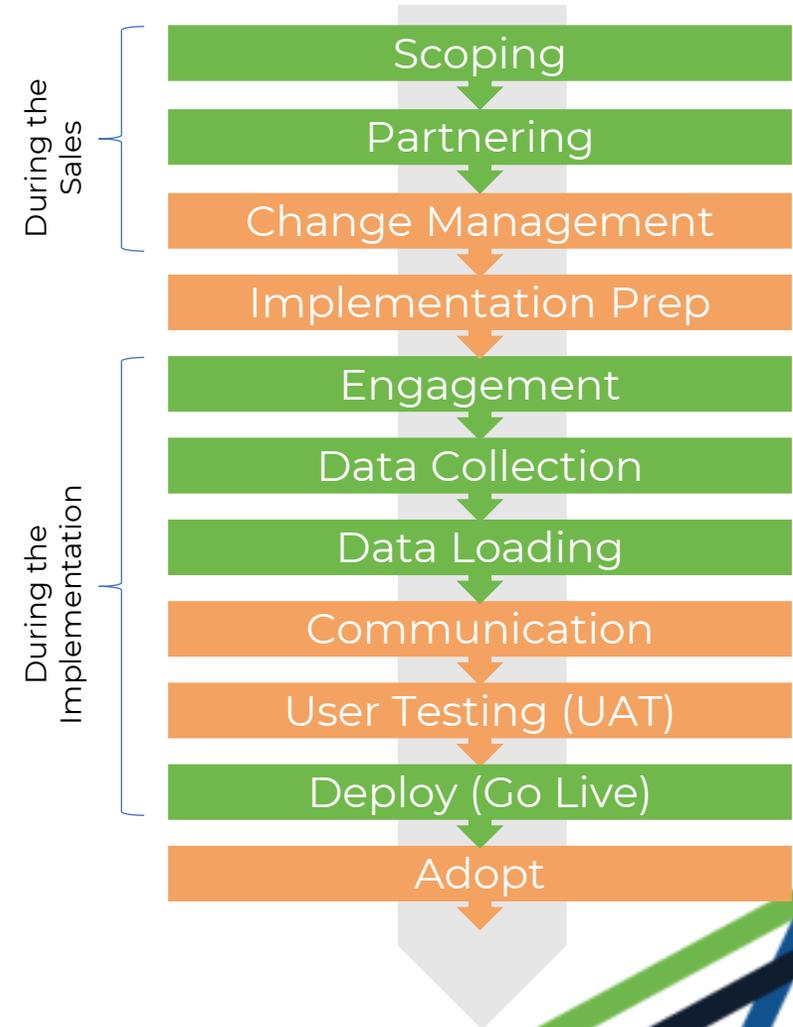
- How can I prepare my team?
- What does implementation look like?
- What tasks will my team need to do?

With Sage Intacct steering you through the process, this guide will answer these questions as well as give you the confidence to influence the outcomes of your **digital finance transformation**.

Each of the key stages is revealed, along with the specific activities that you can take responsibility for to deliver an outstanding project.

Key Stages Managed By Acuity

Your Activities to Accelerate the Process



## Understanding what success means to you

By this point you will have had conversations with the Sage Intacct Sales Team and watched the Starter Edition Demo E-Videos.

Our suite of Starter Edition Implementation E-videos will help you determine if the Starter Edition Implementation Approach is the right approach for your organisation.

### Intacct Starter Edition - The Scope

- What is included
- What is not included

### Intacct Starter Edition - The Implementation Approach

- The implementation timelines
- Project methodology and ideal resource profile
- Your ability to align to the pre-defined solution and functionality

### Intacct Starter Edition – Your Activities

- Your ideal resource profiles
- Your ability to dedicate the resources needed to the project

You will be provided with the standard Statement of Work. The SoW formalises the commitment that our Sage Partner makes to your deliverables and is included in the contract packs.

### What can I do to prepare?

- Think about which areas of the project you want
- Timescales for going live
- How much historical data you want to bring across to Intacct
- How much time can your team dedicate to the implementation tasks
- Do you have a strong understanding of your business processes?
- How much can you align to a pre-defined solution. If you are unsure or want the flexibility to discuss the solution, the you would be better suited to our Traditional approach, which includes Business Process Reviews

## Orienting ourselves behind your goals

### Accredited Sage Intacct Partners

We team up with our dedicated Intacct Implementation partner, Phase 3 to implement Sage Intacct. Phase 3 have built up vast experience over the past 8 years, implementing and managing projects for Sage as well as broader consulting expertise.

Our Implementation Partner is fully supported by our Sage Centre of Excellence. They hold weekly reviews with our Partners to assess their projects and customer satisfaction.

### Customer Success

At Sage, we pride ourselves in delivering amazing service for our customers.

You will be introduced to our Customer Success function whilst in implementation and have access to Community, where you will be able to find a wealth of information including product guides, webinars, and access to “how to” videos. In addition, you will also be able to speak to other customers who use Sage Intacct. This community is a great support for our customers.

### Learning Services

Being enabled on a system drives adoption and makes sure that you are getting the very best out of the wealth of available functionality. Uniquely, Sage offers unlimited access to eLearning on-demand and free of charge, including:

- Intacct Fundamentals
- Working with Accounts Payable and Receivable
- Working with the GL and working with Budgets

### Support

Intacct has an intuitive Help Centre built into the product, where you can find help and guidance on specific tasks and functionality. SageIntacct have a ‘follow the sun’ approach to support with support teams in the UK and the US, so there is always someone on hand to review your support case. Tel: 0191 479 5990

Support cases can be raised via Community and via email, and you will be kept updated on progress throughout.

## Preparing the lines of communication

When embarking on any type of implementation, it is important to consider the impacts, who needs to know about what and when, and who will be responsible for communicating.

Your Project Sponsor is vital in ensuring that there is support for Sage Intacct, as people do look to management to provide reassurance and guidance. Positivity breeds positivity.

### First steps in Change Management:

- Identify each stakeholder in a RACI matrix
- Establish a communication structure, e.g.:
  - Weekly status update with key stakeholders
  - Monthly Project Board for high-level executive updates
  - Ad-hoc newsletter/email to Team Members updating them with what they will be able to do in the system
  - Open forum where any questions can be asked
  - Team Meetings where system update is on the agenda

Once ways of communication are established, these should be included in the Project Plan, so that they become a task that can be monitored. It is easy to get absorbed into the day to day of the project and forget about the communication side but it is important to ensure that the system is adopted successfully.



As well as setting a communication strategy, it is good practise to prepare some of the updates in advance, for example:

**Testers** – some people testing the system may have never been involved in anything like this before. Making sure they know when they will be needed and what is expected of them is key to ensuring a smooth UAT process

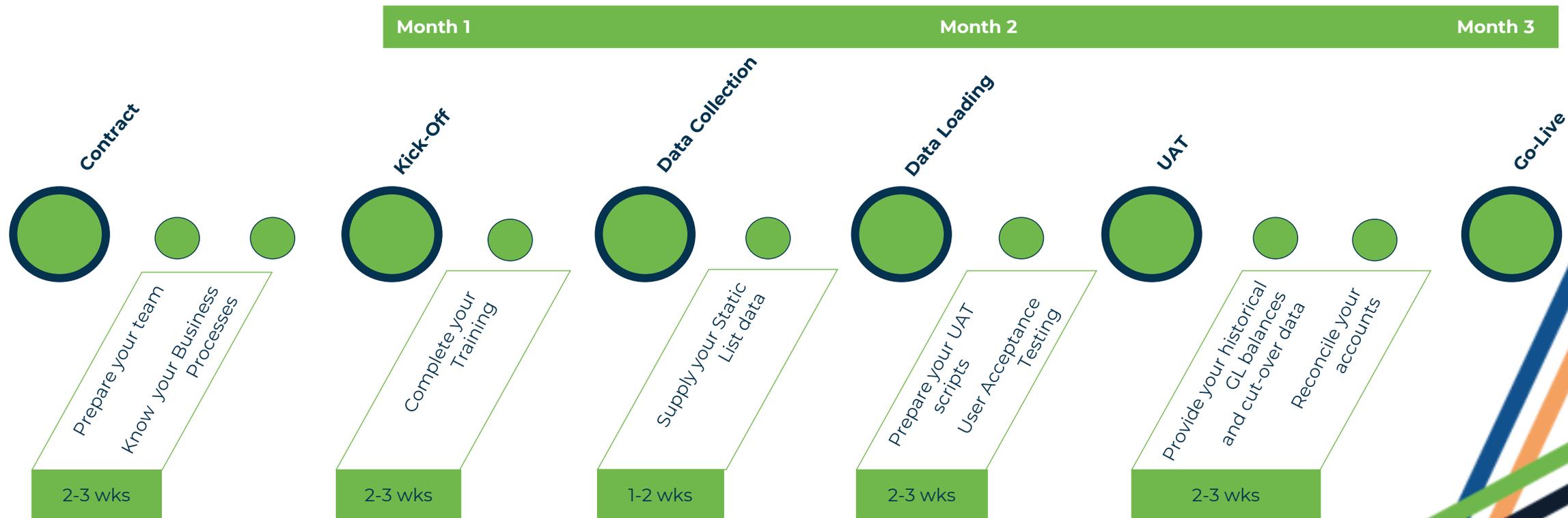
**Finance Team** – will have a key role with the adoption and success of the system. It is important they are aware of how your business processes relate to the system and what they will be required to do in the system.

**Business Users** – Heads of Department, budget owners, approvers and PO raisers and approvers and SMT will all have requirements for the system.

# Preparing Your Team – Overview of your Activities



Your implementation is a **JOINT** project, which comprises of Sage activities as well as your own activities. We can implement as fast as you need us to. However, in our experience, what can cause delays or extend the duration of the project is a customer's ability to dedicate resource and time to their own activities. For this reason, please use this high-level guide to familiarise yourself with when your key activities need to take place and how long they may take.



# Key Activities to ensure a smooth start



Whilst waiting for the Implementation to commence, there are several activities that can get underway to ensure a smooth start.

## Identify your project resource

The key roles you will need on the implementation are as follows:

- **Project Sponsor** – the Project Sponsor will be a true advocate of the system. They will be a key decision maker
- **Intacct Administrator** (usually 0.75 FTE on average) – They will be an active member of the project team, working closely with the Sage implementation team to become enabled on the system throughout the implementation
- **Project Manager** (usually 0.25 – 0.50 FTE on average) – the PM will work closely with the implementation PM and will be responsible for planning on your side, budget management, ensuring your tasks are completed. They may also organise the training and change management.
- **Testing Resource** (1.0 FTE during Build and UAT) – User Acceptance Testing (UAT) is a critical aspect of the implementation's success and the time required should not be under-estimated.

## Follow-on preparation

After identifying project resource, other preparatory tasks include:

- **Your Business Processes** – assess how current business processes can be streamlined and harmonised. Having these clearly defined and documented are crucial for knowing if you can align to the pre-defined solution of Faststart
- **Data Preparation** – assess data quality and how much historical data will be migrated over to Sage Intacct
- **Reports/Dashboards** – identify the reports and dashboards required from Day 1, and those that can be delivered afterwards. Faststart includes the pre-defined reports only. Customised reports are not in scope.
- **Integrations** – contact 3rd parties that Sage Intacct will integrate with to ensure they are aware of the integration and gather what is required from their side. Also obtain any specifications for the integrations build
- **Change Management** – identify key stakeholders and who will need to be notified throughout the project and when



### **Confirm Access to Your Intacct Company**

Confirm access to your private Sage Intacct Company instance to ensure the credentials are working so the Company can be accessed without issue later in the project. You should have received an email from Sage Intacct shortly after subscribing which included your Company login details. Please locate that email and login with the credentials indicated to confirm successful access.

Ensure you enter a security question and answer during this process so the ability to reset passwords is not restricted.

### **Enable Professional Services Access to Your Sage Intacct Company**

You must grant PS access to your Sage Intacct Company so PS can login and provide services.

### **Review Privacy and Security Best Practices for Your Sage Intacct Company**

At Sage Intacct, we understand your need for privacy and security. As privacy legislation develops and security needs become more complex, Sage Intacct grows to meet these needs.

Please review the best practices for privacy and security section within the Sage Intacct Help Centre for recommendations on ensuring privacy and security within your Sage Intacct Company.

Please also review the full Privacy and security section within the Sage Intacct Help Centre for additional considerations regarding privacy and security within your Sage Intacct Company.

### **Prepare to Design Your Dimensions for Sage Intacct**

Defining your dimension design is critical to successful use of Sage Intacct, and meeting to design the dimensions is one of the first tasks we will complete together on the project.

To aid in this process, it is important for PS to understand your reporting expectations for Sage Intacct. Therefore, please be prepared to describe your reporting expectations (or provide samples) to your PS implementation team to ensure PS has the necessary information to recommend the best dimension structure.

### **Prepare to Create Your Chart of Accounts for Sage Intacct**

Defining your Chart of Accounts is also critical to the successful use of Sage Intacct. Therefore, please review the Chart of Accounts overview which explains how dimensions work relative to the Chart of Accounts. Your understanding of these concepts will help to expedite the design process.

Please note your Chart of Accounts will need to be created and finalised within the first few weeks of the project after engaging together which is why we recommend starting on this now.

### Start Learning (Access the Learning Centre)

The Sage Intacct Learning Centre provides access to Sage Intacct learning courses.

#### To register, please do the following:

- Go to <https://www.sageintacct.com/training>
- Select “Request an Account”
- Fill-out the online form in full and select the “Submit” button (note that your email address must be a company email address as it will be validated as part of the registration process)

You should receive your Learning Centre login credentials via email within 24 hours of submission and successful registration. Once receiving your access credentials, please login to the Learning Centre to confirm access.

### Practice Extracting Data from Your Legacy Systems

For PS to upload your data into Sage Intacct, you will need to extract the data from your legacy systems and populate Sage Intacct Data Import Templates. Practicing extracting data from your legacy systems now will help ensure the data will be accessible later when needed.

PS recommends you practice extracting any data you plan to upload into Sage Intacct. Examples of this data and depending on your project scope include Departments, Customers, Suppliers, Employees, Items, and historical General Ledger Journal Entries.

# Engage (Kick-off)



## Coming together to initiate the project

Define is the first stage of your implementation. Yet even by this point there will have been a lot of conversations and effort put in.

Your Account Executive and the Solution Consultant will brief the Implementation Team, sharing documentation, demos and your emerging **Customer Success Plan**.

### The Engage phase covers the following:

**Project Kick-off** – introduction to your Implementation Team, establishing ways of working, walk through of scope, timelines and high-level project plan, and methods of communication.

### Training

Basic training is key to understanding how the system works and being able to relate your business processes to it

It is also crucial for when you come to complete UAT.

Training to be complete during **before the Data Collection**

- Getting started with Intacct
- Working with Multi-Entity Environments
- Sage Intacct Fundamentals

Training to be complete **before UAT:**

- Working with AP & AR
- Working with the GL
- Working with Budgets

Additional Training:

- Managing Users, Roles & Permissions

## Gather, Cleanse and populate

One of your first activities is gathering your data. The FastStart solution is based on a template, which has pre-defined data fields, and our comprehensive data import template will lay out what data is needed.

Our consultant will guide you on where to extract your data from and how to populate the template with your static data, data such as Entities, Locations, Departments, Employees, Customers and Suppliers.

You are about to transition to a brand-new system, so avoid the temptation to just replicate what you already have. Intacct will help you create efficiencies in your finance processes, and this is the time to take the opportunity to cleanse your data.



### What should you do to prepare?

- Consider how much data are you going to bring across
- Set aside dedicated time to do this activity
- Ensure you can complete it within the FastStart timescales

## Loading of static data

Our consultant will load your static data into the system using your completed Data Import Templates.

Using this time to prepare as much as possible will go a long way to ensuring that the subsequent stages run successfully.

### What do you need to do whilst the data load is taking place?

The build is a key time to arrange to work on the following:

- Create test scenarios, using the SDD to define
- Identify testers and book in their time for testing
- Change management, stakeholder updates and rollout prep
- Financial Data preparation – Prepare a sample of your financial data to use in the UAT
- Reporting requirements from Day 1



## Creating a buzz and setting the stage

As outlined in the Change Management section, it is important to communicate to stakeholders and provide an update on progress.

### Important points to communicate include:

**Prior to the Project** - notify those who need to be involved directly within the project, including Subject matter experts (SMEs), key decision makers, 3rd Parties that Sage Intacct will be integrating to and Testers

**At the beginning of the Project** – notify Finance and Business users, to let them know about the new system and high level timelines.

**After Data Collection** – updates and prep for testing.

- Make sure testers are aware of test dates and roles
- Set up Project Boards to update the Sponsor

**During the Data Loading** – updates

- Prep the test kick off, and prior to UAT communicate to the testers what areas of the system they will be testing
- Project Board updates

**During UAT** – communication to Business Users

- Project Board Updates

**During Cutover** – prep go live messaging other areas of the business

### Types of Communication

Customers use a variety of different methods to Communicate to other areas of the business.

Ideas from Customers include Email, Webinars, Slots at meetings/at seminars, Highlight reports, steerco meetings, Presentations, Team Days and Leadership Days.

# User Acceptance Testing (UAT)



## Putting the system through its paces

Before the system is released for User Acceptance Testing (UAT), the Implementation Team will have carried out Quality Assurance (QA) to test the configuration and set-up.

UAT is performed by your system users. It ensures that the system meets your requirements as outlined in the Solution Definition document and works with your business processes. Typically lasting between 2-4 weeks, it **must be resourced and prioritised** in order to ensure a successful project.

A Test Lead will be appointed (usually your Intacct Administrator) who will be able to triage any questions from the testers.

### User Acceptance Testing

We will provide you with generic test scripts, which you can tailor to your specific business processes. In order to create your UAT scripts, you should consider:

- Your end-to-end Sales cycle
- Procure-to-Pay process
- Budgeting and Forecasting process

- GL Management & Cash Management
- Period Close
- Asset Management

Any queries, or requested build changes discovered in UAT must be recorded in an issue log provided by Intacct, this ensures any collaboration between your team and implementer is in the same place, and can be monitored effectively.

### System Integration Testing (SIT)

In addition to UAT, there will need to be rounds of SIT.

3rd Parties will need to be involved, so it is good to inform them of the timescales of testing and when they will be required well in advance.

SIT and UAT can run concurrently if coordinated by the Test Lead, with support from the Project team. Once UAT is complete, the UAT Gateway must be signed to say that you are ready to go to the Deploy stage of the implementation.

## The big event – Go Live!

During UAT the Project team will have worked collectively on a cutover plan, which includes:

- Dates you will start processing in Intacct & cease processing in the legacy system
- Full historical financial data loads and when this will happen
- Data checks after the data loads
- Issue log closure

During the period after the tasks are completed, there will be a go/no-go decision. Once the decision is a 'go' then the Deploy Gateway must be signed, which signifies that everything has been completed ready for going live.

Provided an adequate level of effort has been put into training from the projects opening stages, and attention to detail has been put into tasks such as User Acceptance Testing, Go-Live should be a smooth process.

Any requested changes to configuration discovered during UAT, and recorded in the issue log, should now have been implemented in your production environment. Ensuring it is ready to begin processing in.

### Considerations

Early on in the project, you will need to consider what the approach will be to going live with the system. Do you want to roll-out the system in phases, or everyone go live at the same time?

Will the go live roll-out conflict with any other key business tasks? For example, an audit.

Are users suitably equipped to fully utilise the system and are they aware of the various avenues available for support? (Help Centre, Community, SME's etc).

Are there enough resources to dual run Intacct and the legacy finance system, either during UAT or after deployment?

## A smooth transition to the Customer Success Team

The final stage of the implementation is the Adopt Phase. During this stage of the project, you will receive a period of hyper-care from the Project team, spanning between 2 and 4 weeks.

The system should become part of business as usual, and people will start to see the benefits of the system very quickly.

During this time, the team will be on hand to support your System Administrator with queries and resolve any issues.

Internally the Project team will be preparing to hand you over to support and introduce you to the Customer Success team.

The Support Team and Customer Success will have a debrief of your implementation, what has been included within the first phase, what integrations you have and what further implementation work there will be.

Once the hyper-care period is complete, there will be a handover to support call with a representative from support and Customer Success. You will be talked through how to raise a support case and will be walked through areas of Community that will be unlocked to you, such as talking to other Customers and access to additional webinars.

Community has a wealth of information, and it is important to become familiar with the content and support it provides.

Once the system has settled, it is a good idea to survey your team to see how they feel about the new system and how they think it has gone. This will feed into lessons learnt and future phases of the Project.



# Appendix

# Appendix



## The Dimension Concept

Intacct utilises dimensions to organise and categorise data into the General Ledger. From a data management perspective, a dimension is defined as a “data element that categorises each item in a data set into non-overlapping regions.” For Intacct, this means that every transaction has the option to be tagged with multiple dimensions to uniquely identify the record. The use of dimensions is extremely powerful, enabling quick cross- dimensional data and reporting analysis.

Intacct provides the following standard dimensions: Class, Customer, Department, Employee, Entity/Location, Item, and Vendor. Additional dimensions are also available (may require additional cost).

## How Dimensions Matter to the Chart of Accounts

Considering dimensions is critical when designing a chart of accounts for Intacct. Leverage dimensions whenever possible versus embedding transactional attributes into account numbers. The goal is to have as generic a chart of accounts as possible and let the dimensions “tell the story of the transaction”. This may require changes from the chart of accounts used prior to Intacct.

## Example journal entry transaction with Department, Location, and Class Dimensions

Entries		Show defaults								
		Account *	Department	Class	Location	Transaction debit	Transaction credit	Base currency	Base debit	Base credit
≡	1	7100--Rent	220--Accounts	Loan A--Loan A	210--Sage House	100.00		GBP	100.00	--
≡	2	2101--Accrued Costs					100.00	--	--	100.00
≡	3							--	--	--
Total									100.00	100.00

## Account Groups

In addition to dimensions, another valuable Intacct feature is account groups. Account groups enable summing together any sets of general ledger accounts. Account groups can be used with both pre-packaged and tailored financial reports, displaying balances in summary or detail. A generic chart of accounts enables easier creation and less maintenance of account groups.

### Example definition of an Assets account group:

#### Account Group Information

When you edit an Account Group, your changes are automatically reflected in all reports and graphs that use the group.  
[Learn about account groups](#)

<p><b>Name</b> Assets</p> <p><b>Display on report as</b> Assets</p> <p><b>Display total line as</b> Total Assets</p> <p><b>Normal balance</b> Debit</p>	<p><b>Account group purpose</b> [Dropdown]</p> <p><b>Account group manager</b> [Text]</p> <p><input type="checkbox"/> Is a KPI</p>
---	--

**Structure type** ⓘ  
Group of Account Groups

**Specify Account groups to include**

Account group purpose [Dropdown]

Account Group [Dropdown]

The Group of Account Groups contains other account groups.  
 Example: An Assets Account groups might consist of 2 other Account Groups: current assets and long-term assets.

**Account groups**

- ☰ Current Assets ×
- ☰ Fixed Assets, Net of Depreciation ×
- ☰ Intangible Assets, Net of Amortization ×
- ☰ Investments ×
- ☰ Other Assets ×

Hierarchy | Reports | Graphs

### **Intacct Sub-Accounts**

Intacct supports the definition of general ledger accounts with sub-accounts. The primary purpose of sub-accounts in Intacct is to accommodate creating a chart of accounts that mimics a design prior to Intacct that does not utilise dimensions. Although this option is available, deploying a chart of accounts without the use of dimensions limits the benefits of Intacct.

Account groups eliminate the need for sub-accounts since Intacct does not automate account roll-ups or groupings. A sub-account in Intacct works the same as a primary account: an independent account with no relationship to other accounts.

### **An Approach to Designing a Chart of Accounts for Intacct**

Dimensions and account groups enable creating an easy-to-manage and powerful chart of accounts.

The FastStart approach includes a pre-defined Chart of Accounts, which you can see further down. You can choose to expand, remove elements or you could provide us with your own Chart of Accounts, providing it is a 4-digit format.

One approach to designing the chart of accounts is to start by analysing financial reporting requirements. This helps determine the level of detail required on a transaction, which in turn helps identify the dimensions required while ensuring that reporting is planned into the data design.

### **Chart of Accounts design considerations:**

- Ensure reporting requirements have been documented, reviewed, and approved by management
- Start with a basic account design structure, then incorporate additional design elements such as dimensions per the reporting requirements.
- Reports requiring subsets of financial data should be addressed via dimensions and not additional general ledger accounts
- Develop and document a set of account definition standards and conventions
- Provide users guidelines to follow when entering transactions
- Enable system administrators to maintain the chart of accounts consistent with the initial design
- Consider organisational growth and/or ongoing restructuring efforts within your organisation.



## Example Dimension Values

### Example list of Location dimension values

**Locations**

All ▾ Manage views ▾ Group filters Nothing selected ▾  Include inactive  Display hierarchy [Advanced filters](#) [Clear all filters](#)

	Location ID ▾	Location Name	Parent ID	Parent Name
<a href="#">Edit</a> <a href="#">View</a>	✕ ■ 110	North Park	E100	Newcastle
<a href="#">Edit</a> <a href="#">View</a>	✕ ■ 120	Benton Park Road	E100	Newcastle
<a href="#">Edit</a> <a href="#">View</a>	✕ ■ 210	Sage House	E200	Reading
<a href="#">Edit</a> <a href="#">View</a>	✕ ■ 220	Sage People	E200	Reading
<a href="#">Edit</a> <a href="#">View</a>	✕ ■ 500	Riverpark	E500	San Jose

### Example list of Department dimension values

**Departments**

All ▾ Manage views ▾ Group filters Nothing selected ▾  Include inactive  Display hierarchy [Advanced filters](#) [Clear all filters](#)

	Department ID ▾	Department name	Parent ID
<a href="#">Edit</a> <a href="#">View</a>	■ 100	Sales	
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 110	Pre Sales	100
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 120	Field Sales	100
<a href="#">Edit</a> <a href="#">View</a>	■ 200	Admin	
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 210	Purchasing	200
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 220	Accounts	200
<a href="#">Edit</a> <a href="#">View</a>	■ 300	Marketing	
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 310	Campaigns	300
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ 320	Internal Marketing	300

### Example list of Class dimension values

**Classes**

All ▾ Manage views ▾ Group filters Nothing selected ▾  Include inactive  Display hierarchy  Include private [Advanced filters](#) [Clear all filters](#)

	Class ID ▾	Name
<a href="#">Edit</a> <a href="#">View</a>	■ FP1	Funding Partner 1
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ Loan A	Loan A
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ Loan B	Loan B
<a href="#">Edit</a> <a href="#">View</a>	■ FP2	Funding Partner 2
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ Loan C	Loan C
<a href="#">Edit</a> <a href="#">View</a>	▬ ■ Loan D	Loan D