

Momentum Software Solutions

Capability Statement | MYOB Acumatica Support



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Partner



Who is Momentum

ERP Experts

- Australia leaders in ERP implementations
- Provide implementation, training, customisations, integration and support services
- 270+ clients
- 15+ years experience implementing ERP software



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Our Solutions



Momentum Payroll

Powered By employmenthero



MYOB EXO

Our Team

- Established & highly experienced consulting team across QLD, NSW, VIC & SA
- Service Delivery Manager
- Customer Success Manager
- Customer Service Manager with dedicated support team
- Dedicated Project Managers
- Technical Developer team
- Dedicated Account team

Award Winning



Partnership with Momentum

Our Values, Vision and Mission are all centered around our customers.

To earn customers' loyalty, we listen to them, anticipate their needs and act to create value in their eyes.

Values:

- Customers for Life
- Working Together
- Learning and Embracing Change
- Balance in Life

Vision:

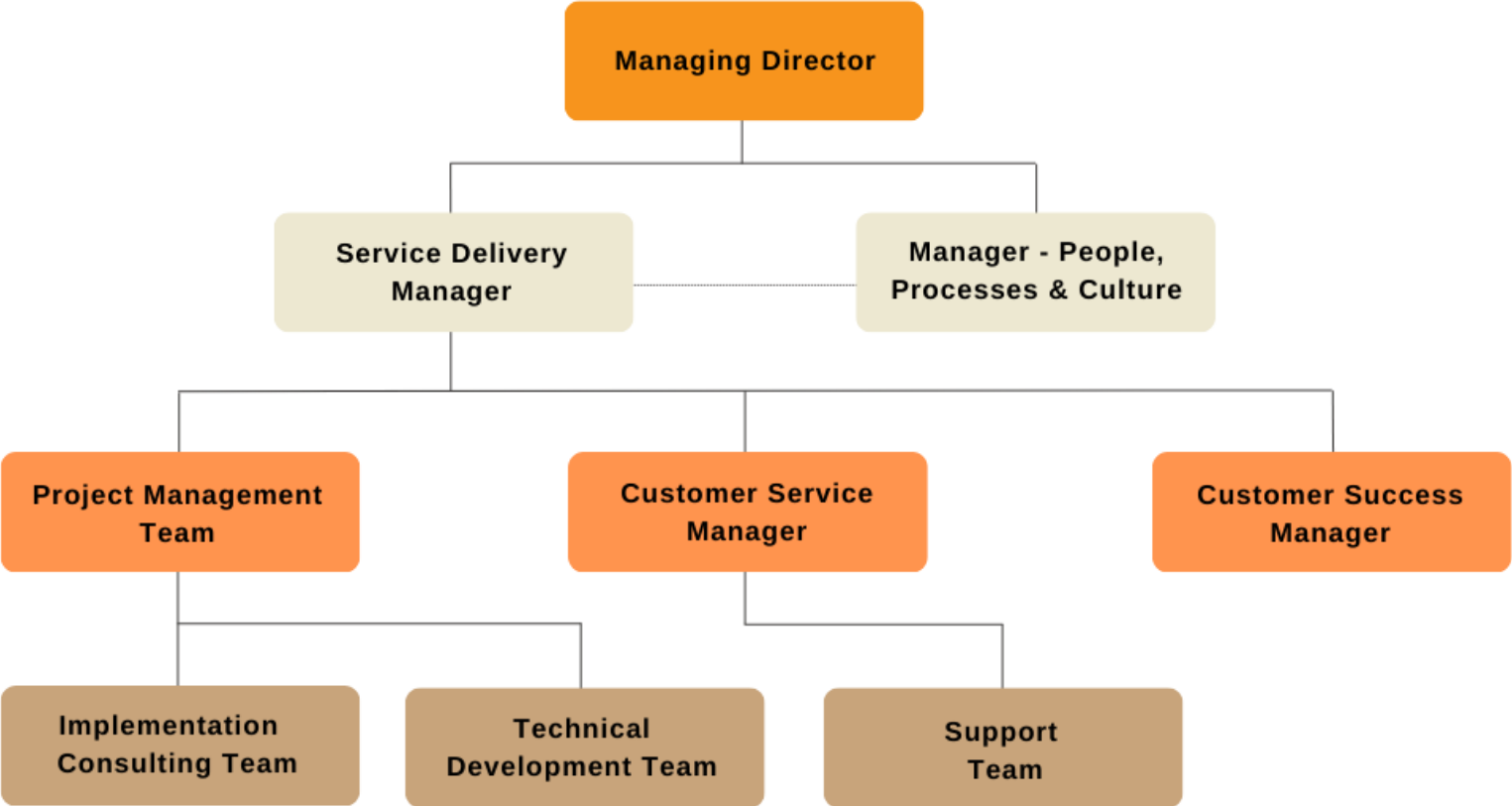
Empowering People in Business

Mission:

We work with our customers to take their business to the next level, by delivering tailored software solutions through partnerships, cooperation and trust.



Momentum Consulting Organisational Chart



Our MYOB Acumatica Expertise

- Momentum are a MYOB Enterprise Diamond Partner. One of three across ANZ.
- Momentum named MYOB Channel Partner of the Year 2022 and Construction Partner of the Year 2023 & 2022.
- 150+ Active MYOB Acumatica Sites across multiple sectors, using all functional areas including payroll.
- We have a expert team of:
 - Certified MYOB Acumatica Consultants and
 - Dedicated MYOB Acumatica Support Team
 - Certified MYOB Acumatica Developers
 - Full Time Project Managers
 - Service Delivery Manager, Customer Success Manager & Customer Service Manager leading our consulting teams
- Certified in all editions of MYOB Acumatica including Manufacturing and Construction
- Completed various integrations incl Salesforce, 3PL, Smartfreight, Mandalay, WMS



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Some of our MYOB Acumatica clients



Menu of Services

- Implementation of MYOB Acumatica – all modules
- Upgrades and implement new features
- User Training (on-site and online)
- Support (via phone, email, portal)
- Report Design / Dashboards / Excel Odata Reports / Velixo Reports
- Integration and custom Development
- Business Process Review
- Business Consulting and Planning
- Project Management



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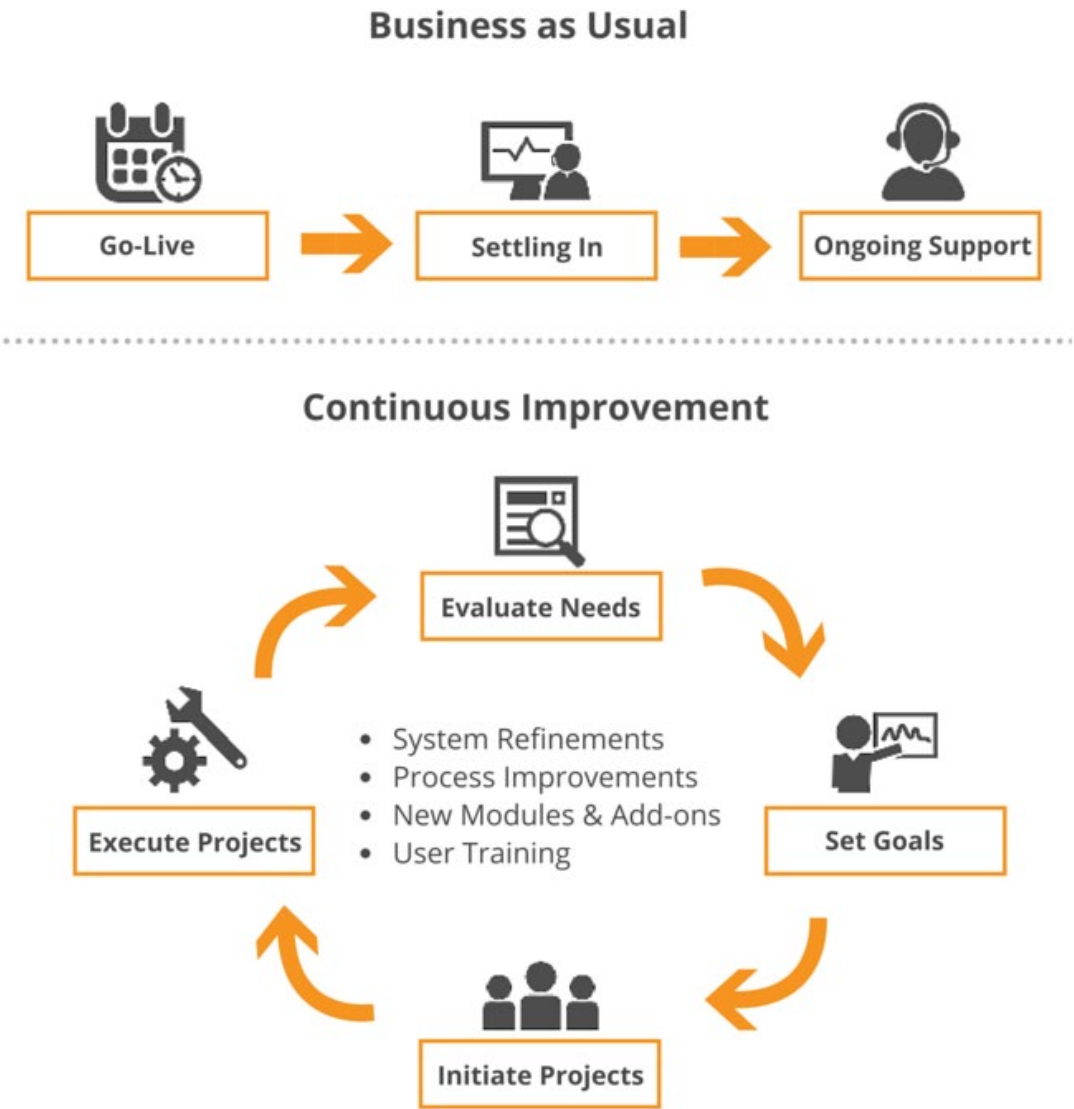
Our Methodology



Our Methodology

MYOB Advanced Implementation Plan																						
<div><div></div><div>momentum</div><div>SOFTWARE SOLUTIONS</div></div>																						
Key Milestones and Dates for ABC Company																						
Phase #	ERP Project Phases	Responsibility	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20
1.0	Project Initiation & Pre-Scoping Data Review	Momentum & Client																				
2.0	Data Cleansing	Client																				
3.0	Scoping & Process Review	Client																				
4.0	Software Configuration	Momentum																				
5.0	Trial Data Conversion	Momentum																				
6.0	Solution Walk-Through - Super User/s	Momentum & Client																				
7.0	Forms Development	Momentum																				
8.0	Reports Development	Momentum																				
9.0	Customisations/ Integrations	Momentum																				
10.0	Preparation for User Training	Momentum & Client																				
11.0	End User Training Sessions	Momentum & Client																				
12.0	End User Testing and Acceptance Sign Off	Client																				
13.0	Go-live Readiness Meeting	Momentum & Client																				
14.0	Go-live Preparation	Momentum																				
15.0	Final Data Conversion	Momentum & Client																				
16.0	Go-live - Live Transaction Processing - 1st Month	Client																				
17.0	Post Implementation Phase	Momentum & Client																				

Momentum Post Go-Live Services



Post 'Go-Live' Services

What is included in the Service Plan?

1. Telephone and email assistance with "how to" questions in relation to using the software
2. Access to our On-Line Support Logging system
3. Access to our State-of-the-art Remote Support Software
4. Access to the online Knowledgebase
5. Working on faults and errors that occur in relation to a software fault
6. Working on faults and errors in standard MYOB Acumatica reports and forms
7. Fixes to data that was created due to user error or lack of knowledge
8. Provision of upgrades to the software, both product and delivery of software
9. Monthly newsletter via email outlining hints and tips, new releases and up and coming events
10. Regular and on-request reports detailing the status of issues logged by Momentum
11. Invitation to our Customer Forums run 2x a year



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Post 'Go-Live' Services

Additional Services Available from Momentum (Projects)

1. On-Site Consulting
2. Solution Review and Health Checks
3. Training services
4. New reports or forms, or modifications to reports or forms
5. Installation of software on new servers or workstations or troubleshooting server, network or pc issues that affect the software (e.g. security, permissions, virus protection).
6. Changing the configuration of the software to meet new or changed business requirements.

We treat these requests as 'Projects' and proposals can be provided on request. Customers can elect to allocate these Projects against Pre-Paid Services.

Note: Momentum does not provide Accounting, Bookkeeping or reconciliation services



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ERP Upgrades

Extract from Momentum Sales Proposal

MYOB Acumatica is improving rapidly and there are minor releases every few months. These minor upgrades are managed by MYOB after hours and are designed to be non-disruptive whilst providing improvements and fixes.

Major Releases usually occur twice per year and these upgrades may contain entire new modules and significant new functionality enhancements and design changes.

Note: due to MYOB Acumatica being multi-tenant cloud-based software, updates are mandatory and in a twice-yearly cadence which MYOB dictates. Each cadence is referred to as a “Deployment Window” with communications before, during and after the upgrade.

Depending on the likely impact to the client a Sandbox (or Test System) is made available at no charge for the client and Momentum to review and test major new versions. Clients with highly customised or integrated solutions will need to perform some testing in the Sandbox to verify there are no business issues or unexpected problems because of the upgrade. Clients with simpler configurations may not require Sandbox testing and this is managed via consultation with Momentum.



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Momentum Pre-paid Support Plans

MOMENTUM PREPAID SERVICES PLAN					
Approx Consultant Hrs	Support	Hourly Rate		Total	Tick One
Consultant		Consultant	Developer		
20	220	230	240	4,400	<input type="checkbox"/>
40	210	220	230	8,400	<input type="checkbox"/>
60	190	200	210	11,400	<input type="checkbox"/>
80	180	190	200	14,400	<input type="checkbox"/>
100	170	180	190	17,000	<input type="checkbox"/>
+					

+ customers can choose to purchase > 100 Hrs, there is no cap

Prepaid services purchased is based on the Consultant Rate. Services consumed against the prepayment are at the applicable rate depending on the Consultant and Nature of Work.

Travel to and from the customer's location greater than 30 mins is charged at 50% of the Consultant's Rate.

For customers in South East Qld the origin of travel is Momentum's nearest office (Brendale, Maroochydore).

Usage Reports are provided showing work completed and the remaining value of prepaid services.

**Average Prepaid Hours for
General MYOB Acumatica
Support
in First 12 Months**



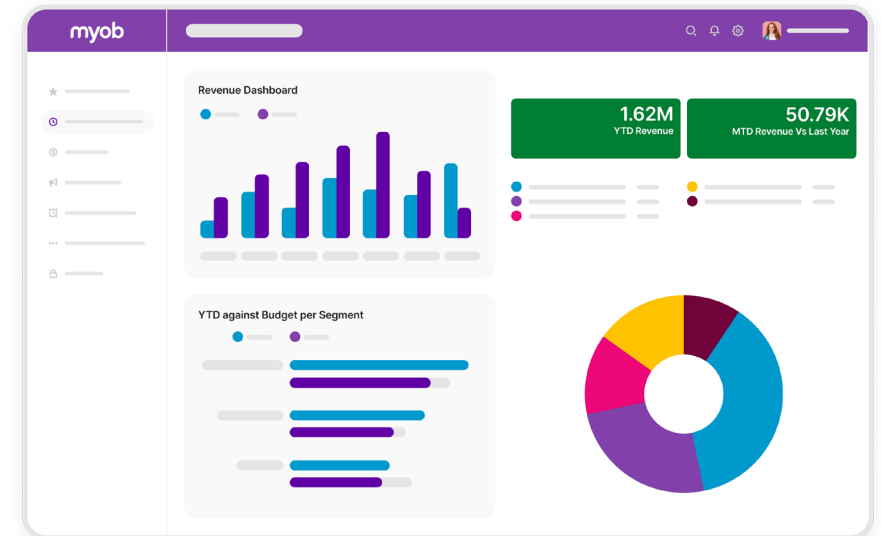
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MYOB Acumatica

MYOB Acumatica (formerly MYOB Advanced) is an all-in-one Enterprise Resource Planning (ERP) solution for growing businesses. Connect projects, accounting, payroll, financial management, inventory and more, with a customisable cloud platform

Built on the worlds fastest growing cloud ERP solution [Acumatica](#), MYOB Acumatica leverages the robust architecture of Acumatica but is tailored to Australian business processes and regulations.



MYOB

Acumatica -

Core Features



myob
Acumatica

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SOFTWARE SOLUTIONS
Take your business to the *next level*

MYOB App Marketplace – Multi-Cloud World

An Ecosystem of ISV Partners

Productivity Tools

- + Budgeting
- + EDI
- + Inventory Optimisation
- + Foreign Exchange
- + Electronic Signature
- + Marketing Automation
- + Document Automation

Industry Solutions

- + Wholesale Distribution
- + Manufacturing
- + Retail
- + eCommerce
- + Food & Beverage
- + Hospitality
- + Construction



Module Extensions

- + Asset Management
- + Expense Management
- + Receivables Management
- + Shipping & Freight
- + Human Resources
- + Workforce Management
- + Rostering

Business Intelligence

- + BI Reporting
- + Forecasting
- + Analytics

myob
Acumatica

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"The impact MYOB Acumatica has had on the business was apparent from day one and ATP has only just started realizing its full capabilities"



"MYOB Acumatica Construction has given us more fluidity to move into new areas. It will be a big growth facilitator for us moving forward"



"As a result of implementing MYOB Acumatica our bottom line has increased. Our business is expanding, and we have employed 4 more staff"



"Everybody likes how user-friendly MYOB Acumatica is. One staff member said they like how it prompts you when you haven't completed all required information. Someone else commented on its great search and filtering functions"



"It's so easy for us to manage the project because MYOB Acumatica has been customized to our requirements. We had a plan and its reassuring that the implementation of MYOB Acumatica has met our expectations"



"Momentum has embraced our custom needs and requirements as a unique business to seamlessly integrated MYOB with our customized CRM. This customization has delivered a solution that has exceeded all our expectations"



"Momentum made a real effort to understand our business; what we want to achieve and why we want to achieve it. We never got a sense that anything was unachievable"



"I looked around and lots of systems were either too big or too small or required lots of add-on packages. MYOB Acumatica was the right size for the mid-market, at a reasonable price and could do exactly what we wanted to do"



"MYOB Acumatica has improved our reporting in that the figures we release to the market are much more accurate and timely"

Find out more

Looking for more information?

Visit the below websites for more information about MYOB Acumatica, and how the software can help take your business to the next level

[MYOB Acumatica](#)

[MYOB Acumatica Demo Videos](#)

[Momentum Software Solutions](#)



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Thank you!

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