

## ERP Implementation Go-Live Announcement Template—ENGLISH VERSION

### Subject: Transition from SAP to Adobe Workfront: Key Information and Next Steps

Dear Team,

As part of our business unit's divestiture from the larger organization, **we will be transitioning from SAP to Adobe Workfront**. This change will impact our processes, data management, technology platforms, and job responsibilities across various functions. Below, you'll find essential information regarding the transition, including key dates, roles, impacts, and support resources.

#### Overview

##### 1. Details:

- **Transitioning From:** SAP
- **Transitioning To:** Adobe Workfront
- **Effective Date:** [Insert Go-Live Date]

##### 2. Critical Dates:

- **Kick-Off Meeting:** [Insert Date]
- **Training Sessions:** [Insert Dates]
- **System Cutover:** [Insert Date]
- **Go-Live Date:** [Insert Date]
- **Hypercare Period Begins:** [Insert Date]
- **Hypercare Period Ends:** [Insert Date]

##### 3. Responsibilities:

- **Project Manager:** [Insert Name] – Overseeing the transition and ensuring timely execution.
- **IT Team:** [Insert Name/Team] – Handling system migration, integration, and technical support.
- **Change Champions:** [Insert Names/Teams] – Supporting the adoption process and providing local guidance.
- **Training Coordinator:** [Insert Name] – Managing training schedules and materials.
- **Department Heads:** [Insert Names] – Ensuring departmental readiness and addressing specific concerns.

#### Impact on Key Areas

##### 1. People:

- **Training:** All employees will receive training on Adobe Workfront functionalities.
- **Support:** Change champions will be available for additional support during the transition.

##### 2. Process:

- **Finance:** Transitioning from SAP's financial modules to Adobe Workfront's project-based financial tracking. Expect changes in financial reporting and budgeting processes.
- **Procurement:** Adobe Workfront's procurement features differ from SAP's, affecting purchase order management and vendor interactions.
- **Supply Chain:** Supply chain processes will be streamlined but may require adjustments in how inventory and logistics are managed.
- **Order to Cash:** Order processing and cash management will be updated, with new workflows for order fulfillment and billing.
- **Master Data:** Data management will shift to Adobe Workfront's data structures, impacting how master data is maintained and accessed.

##### 3. Data:

- **Migration:** Comprehensive data migration from SAP to Adobe Workfront will be conducted. Validation will ensure data accuracy post-migration.

- Data Access: Ensure that all necessary data is accessible in Adobe Workfront and familiarize yourself with the new data access protocols.

#### 4. Technology:

- System Access: Access to SAP will be phased out, and Adobe Workfront will become the primary system for project management and related functions.
- Integration: Adobe Workfront will integrate with other tools and platforms as needed; any disruptions will be communicated promptly.

### Hypercare Process

#### What is Hypercare?

Hypercare refers to the intensive support period immediately following the Go-Live date. During this phase, additional resources and attention are provided to address any issues that arise and ensure a smooth transition.

#### Why is Hypercare Important?

- Issue Resolution: Provides immediate assistance for any problems encountered with the new system.
- Support: Ensures users have the support needed to adapt to the new processes and technology.
- Feedback Loop: Collects feedback to make necessary adjustments and improvements.

### Support Resources

#### 1. FAQs:

- **Where can I find training materials?** Training materials will be available on our internal site [Insert Link].
- **Who do I contact for technical issues?** During Hypercare, contact the IT support team at [Insert IT Support Email/Phone].
- **What if I have questions about process changes?** Reach out to your Change Champion or Department Head.

#### 2. MS Teams Hub:

- **Purpose:** The MS Teams Hub will serve as a real-time communication channel for Super Users, Global Process Owners, and Regional Process Owners.
- **Access:** Join the MS Teams Hub at [Insert MS Teams Link] for ongoing support and updates.
- **Availability:** The Hub will be monitored during business hours for immediate assistance.

#### 3. Contact IT During Hypercare:

- **Email:** [Insert IT Support Email]
- **Phone:** [Insert IT Support Phone Number]
- **Availability:** IT support will be available from [Insert Hours of Operation].

We appreciate your cooperation and flexibility during this transition. Your support is crucial to the successful implementation of Adobe Workfront.

Thank you,

[Your Name]

[Your Position]

[Contact Information]