

**CUSTOMER:**

Australian Project and Consulting Services Pty Ltd

**INDUSTRY:**

Professional Services

**PRODUCT:**

Sage ERP Accpac

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**Approach and Attitude: Very High Standard**

**Australian Project and Consulting Services (APCS)** were contracted by the **Necropolis (Springvale Botanical Cemetery)** to provide project management consulting services for the implementation of an enterprise management system which utilised the Sage suite of products. **Our primary role** was in ensuring that the Necropolis were delivered a solution which suited their needs and to mitigate the risks associated with delivering such a complex system.

APCS assisted the Necropolis in identifying their requirements and engaging **Enabling** (the vendor) to deliver a solution. As part of our responsibilities, APCS maintained a close working relationship with Enabling staff to ensure project timelines were met, documents were of a high standard and that a formal project methodology was utilised as a means of mitigating many of the risks identified.

APCS formed a strong relationship with Enabling during this period and found that Enabling resources were very competent and willing to follow advice from APCS and other parties in delivering their solution. Their collaborative attitude towards their customer and adherence to standard project and software development practices was excellent. From a personal perspective I found this to be one of the most enjoyable and successful projects I have had the opportunity to work on.

The outcomes of this project were as follows:

- The project was delivered on time. The go-live date of November 16th 2009 was set at project commencement and did not move.
- The project was delivered on budget. The original costs outlined within the agreement did not change.
- The solution delivered met all of the customer needs and Enabling continue to provide excellent after-sales support in the form of regular site visits and system updates/tweaks.

Overall, I found Enabling's approach and attitude to be of a very high standard. I have happily recommended Enabling in the delivery of Sage solutions to a number of our customers and will continue to do so as I believe they are both very capable and competent in the work they do.

*Andrew Jackman, General Manager, APCS*

