VistaVu Solutions & Services Catalog

Version 1.0





VİSTAVL

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MANAGED APPLICATION SERVICES (MAS)

What can I do with my MAS hours?

Where do we begin? This book was designed to highlight various scopes of enhancement projects that can be delivered either as projects or using MAS hours. Although there is uniqueness to every customers' system configurations, this book may serve as a guide to present ideas for enhancement or optimization in your systems following Go-Live.

This document is not intended to supersede the project estimation process but rather provide customers with an idea of work effort and scope. Additionally, there are a few Post-Go Live projects we see customers do often that have been included for review though those are indicated as T&M SOW type projects.

We hope this invigorates ideas for optimization!

Project Size Guidelines:

- Small = 0 15 hrs
- Medium = 16 30 hrs
- Large = 31 50hrs



SAP Business One and Resolv Technical Support



Description: While your support needs can often be unpredictable, the level of expertise, response time, and fee to address your support requirements are very predictable. We take tremendous pride in providing our clients with the highest level of services in the industry. This is reflected in our leading NPS Score of 52.

Work Effort Includes:

- Functional and technical support on SAP Business One
- Functional and technical support on Resolv
- Functional and technical support on Approved Third Party Applications

Scope of Work: Monday – Friday 8:00 AM to 5:30 PM

MAS Eligible: Yes

Project Size: Varies

End Value: Reduced resolution time and improved service levels.



SAP Business One Database Layout Training

Description: Gain a better understanding of where key business data is stored within your SAP Business One system, for the use of Query, Report, Alerts and Dashboard Creation

Work effort includes:

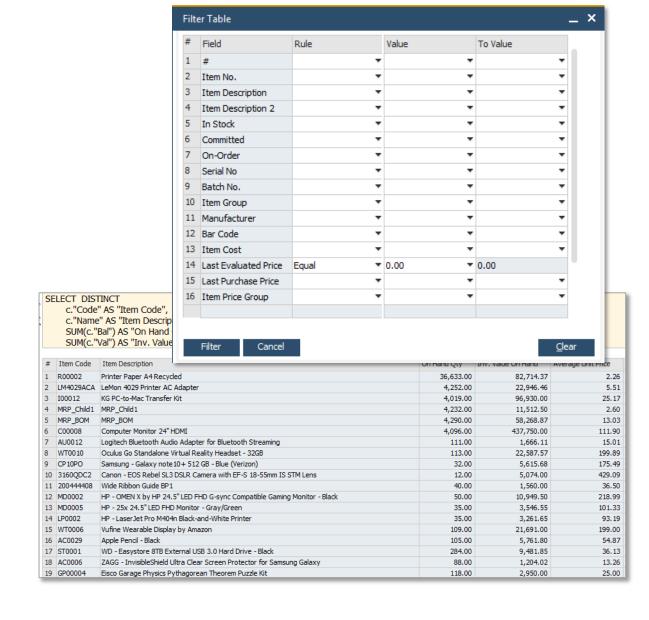
- Database Name and use
- Database Field Names and use
- System and Field Information in SAP Programs
- SAP Query Wizard

Scope of Work: Functional & Light Technical

MAS Eligible: Yes

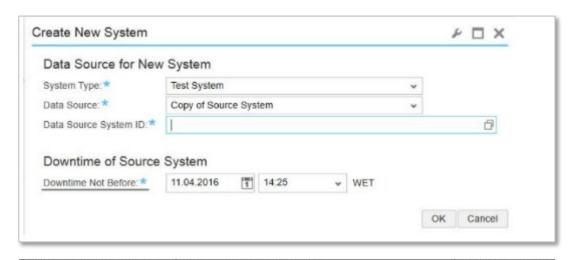
Project Size: Various

End Value: Process Automation, Improved Accuracy, Risk Reduction





SAP Business One Database Maintenance



Scenario	Target tenant	Source tenant type	Source BC involved?	Data which will be copied	Transactional data copy?
Productive tenant with solution profile copy from test tenant (or from existing productive tenant)	Productive	initial master (601)	Yes (Text or Prod)	1. Scoping data 2. Level 0 data : Master data including the following objects: I. Locations II. Job definitions III. Organizational Structure IV. Transport Lanes V. Transport Zones VI. Bank directory VII. Product category hierarchy 2. Flexibility data : Osstomizations such as extension fields	No
Empty Productive tenant	Productive	Initial master (001)	No	No data will be copied	No
Empty test tenant	Test	Initial master (001)	No	No data will be copied	No
Test tenant with initial master as source and solution profile copy	Test	Initial master (001)	Yes	Only Scoping data	No
lest tenant as 1:1 copy of prod/test	Test	Frod/Test	No	All scoping and master data	Yes
Test tenant as 1:1 copy of prod/test with source solution profile	Test	Prod/Test	Yes	All scoping and master data + the source solution profile will be set as main in the target tenant and deployed	Yes

Description: Customers are generally recommended to refresh their Test databases with a recent copy of Production at least once a year to ensure that their test environments are as accurately reflective of Production as possible. This is to ensure that testing activities of new functionality, configuration, or enhancements are accurate against how they may behave in a Productive setting. We also recommend refreshing test just prior to larger system integration projects kicking off.

Work Effort Includes:

- Coordinate the refresh process before, during and after, to ensure a complete and cleanly refreshed test database.
- Update the environment to ensure clarity on Test environment for users.

Scope of Work: database Maintenance

MAS Eligible: Yes

Project Size: Small

End Value: Complete and Cleanly Refreshed database

Query Creation Training

Description: SAP Queries are utilized in numerous areas within SAP Business One. This includes Alerts, Approvals, Dashboards, Reports and more. SAP provides numerous Query Creation Tools that users can utilize to develop, store and deploy within SAP Business One.

Work effort includes:

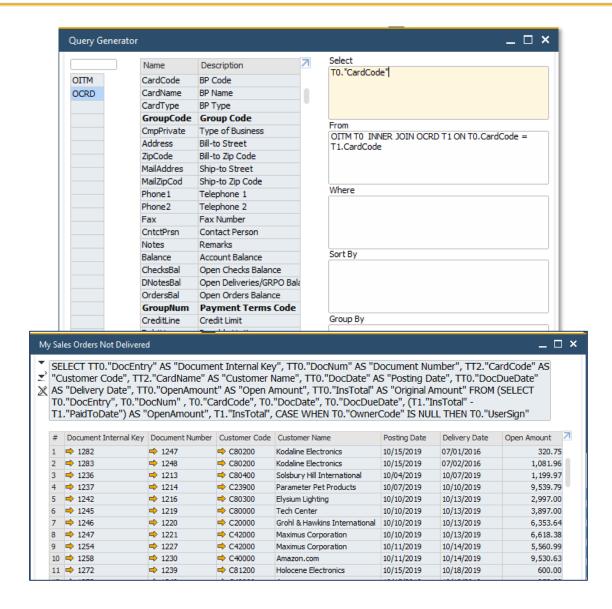
- SAP Query Generator & Wizard
- Utilizing SAP Queries in Alerts & Approvals
- Creating export of data with SAP Query
- Calculations, Sorts and Groupings

MAS Eligible: Yes

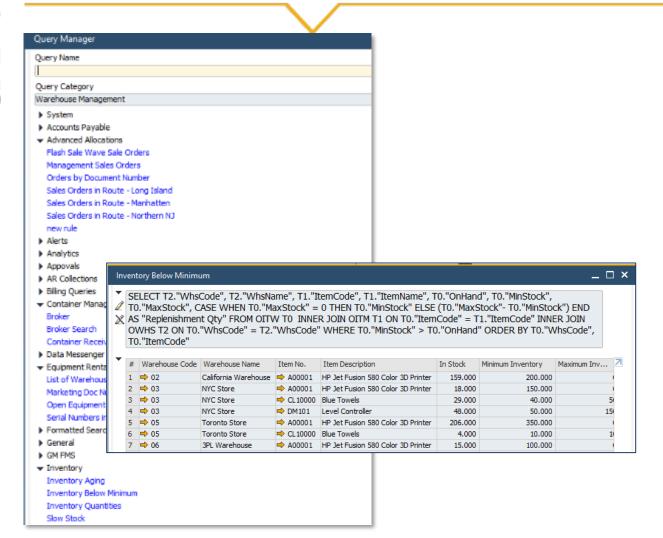
Project Size: Various

End Value: Process Automation, Improved Accuracy, Risk Reduction

Note – No SQL script training will be provided in this session. SAP Database Training is a recommended prerequisite.



Query Creation Services



Description: Do you have a more complex query that needs to be created? Our Query Creation Services provides clients with the skill set to help determine key requirements and development of any level of a complex query to provide the desired information required.

Work effort includes:

- Query requirements gathering
- Query development and deployment

Scope of Work: SDK Enhancement

MAS Eligible: Yes

Project Size: Small - Medium

Dashboard User Training

Description: SAP Business One has an extensive library of predefined dashboards, KPI's, transaction counts and other tiles that can be deployed on individual's desktop.

This session will train users on the various tiles and related dashboards within SAP Business One and how they can be configured with Common Functions and Alerts within the Cock-pit

Work effort includes:

- Dashboard Library Review
- Creation of Common Functions
- Personalizing user Cock-puts

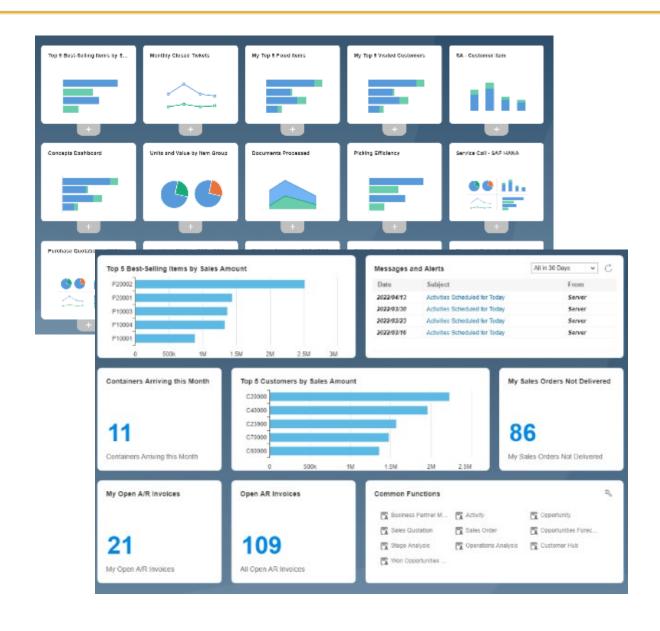
Scope of Work: User Training

MAS Eligible: Yes

Project Size: Small

End Value: Process Automation, Improved

Accuracy, Risk Reduction



Dashboard Creation Services

Description: Utilization of Pervasive Analytics to create or modify existing KPI's, Dashboards and Advanced Dashboards within SAP Business One, utilizing predefined Queries.

Work effort includes:

- Understanding Dashboard Designer
- Creation of dashboard tiles and KPI's and implement for users/roles/company
- Training

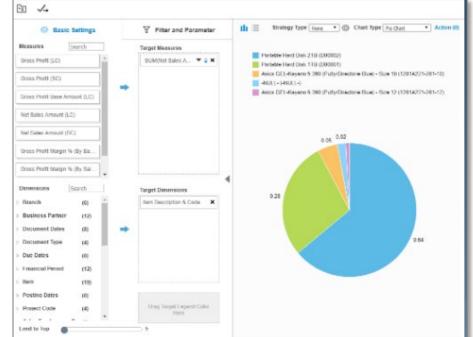
Scope of work: system configuration, dashboard design

MAS eligible: Yes

Project size: Small - Medium

End Value: Post-Implementation Support, process improvement





Crystal Reports Creation and Deployment

Description: For some organizations, SAP Business One doesn't have standard forms/reports that are needed to support Business Units. Thus, our team can work with your team to understand their needs and create new reports. Example: Outgoing check templates, customer Invoice forms, Sales Orders confirmations, etc.

Work effort includes:

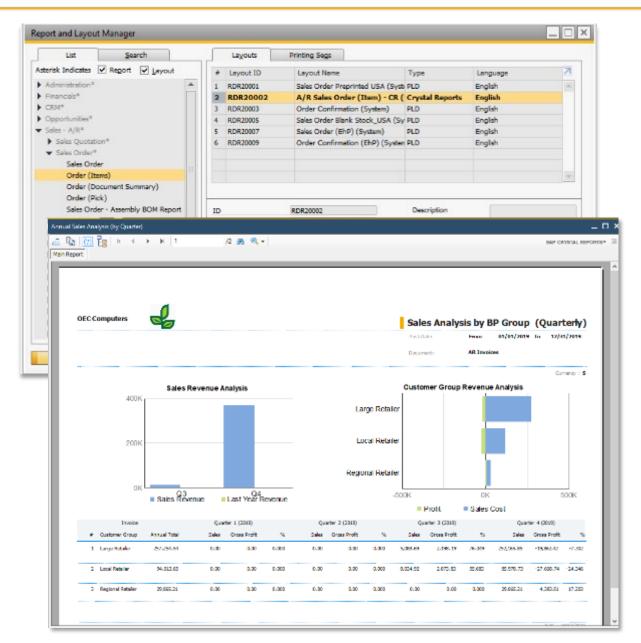
- Confirmation on scope of work for the identified reports.
- Produce modified reports, testing with business users and edits as required.
- Deployment of these modified reports into SAP Business One Production Environment.

Scope of Work: Report Creation using Crystal Reports

MAS Eligible: Yes

Project Size: Small/Medium

End Value: Report Creation



DD_OQUT_template_HANA /1 M @ -SAP CRYSTAL REPORTS⁴ Main Report TaxAAT ID: Cottact: Document Owner: Daryl Goodman Marrian Mone 4072 Seechwood Drive BRIDGEVILLERA 16017 Shipping Method: 0.00 \$ Discount 0.00 S 0.00 8 Current Page No.: 1 Total Page No.: 1 Zoom Factor: Whole Page

Form Modifications

Description: Often there is a need to update / iterate on existing forms to maintain relevance to your business needs. Modifications can help further clarify information for your suppliers or customers, reduce manual effort to showcase data, and improve overall processes. Examples of form modifications: updates to company logo, eliminating unnecessary columns/fields, creating a unique layout for a specific business partner, etc.

Work effort includes:

- Confirmation on scope of work for the identified forms.
- Produce modified forms, testing with business users and edits as required.
- Deployment of these modified forms into SAP Business One Production Environment.

Scope of Work: Form Enhancement

MAS Eligible: Yes

Project Size: Small *depending on the number of forms and

complexity.

End Value: Form Modification

Creating Advanced Alerts & Approvals

Description: Alerts and Approvals are two features within SAP Business One, that can be the most beneficial to a company, but are often underutilized.

This session will provide training on the creation of standard and advanced Alerts and Approvals, to proactively run your business.

Work effort includes:

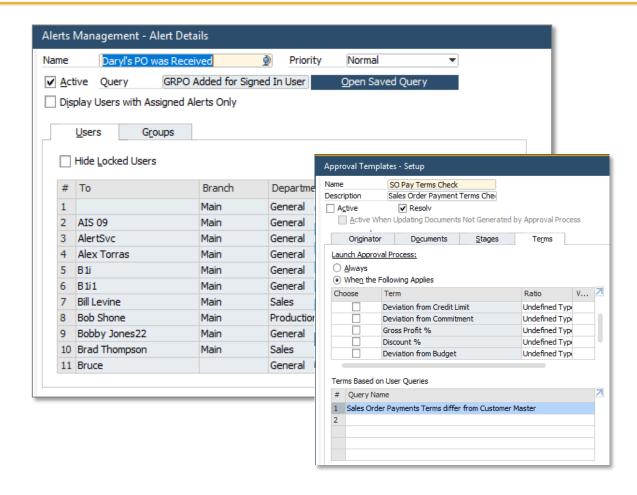
- Alerts Management & Creation
- Approval Management & Creation
- Utilizing User-Defined Queries to Generate Advanced Alerts and Approvals.

Scope of Work: Digital Transformation

MAS Eligible: Yes

Project Size: Small

End Value: Improved communication and service levels.



Commission Report

Description: As the central repository for all sales and accounting transactions, SAP Business One has the underlying data necessary to drive commission reporting. Often, organizations have specific calculations for determining sales employee commissions, and could be based on a combination of data such as invoices and payments. Rather than performing manual calculations outside the system, a report can be developed to automate and simplify the process.

Work effort includes:

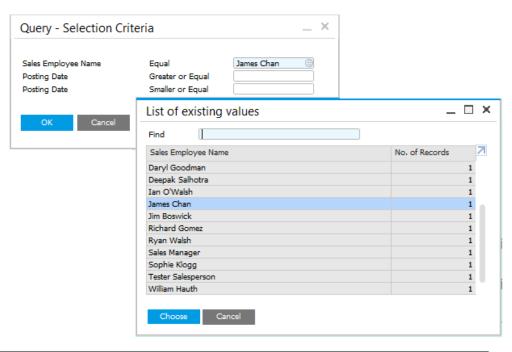
- Discussion of desired commission calculation logic
- Implementation of configuration changes as appropriate
- Development of reporting

Scope of Work: Report Development

MAS Eligible: Yes

Project Size: Small/Medium

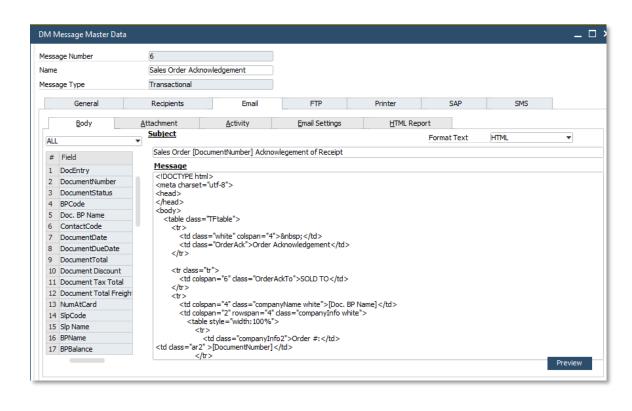
End Value: Faster, more accurate, commission calculation.







Resolv Data Messenger Training 101



Description: Resolv Data Messenger is a module that you can utilize to generate and transmit information, from within SAP Business One to customers, vendors and other partners via email, fax, text and FTP upload. This session will train user on the features within Data Messenger to create and deliver new messages from within SAP Business One.

Work effort includes:

- Data Messenger Configuration & Scheduler
- SAP Standard Documents
- Text Formatting Templates
- Message Master Data Overview
- Creating Message
- Attachments & Activities creation

Scope of Work: Data Communication

MAS Eligible: Yes

Project Size: Small *depending on the number of forms and complexity.

End Value: Improved operational efficiencies and increased customer service levels.







Resolv Data Messenger 201

Description: Learn how to take advantage of the powerful technical features of Data Messenger to generate messages (Email, SMS, Print, FTP) based on custom rules and queries

Work effort includes:

- Consolidated Messages and Groupings
- Recipient Delivery of Messages based on User Rules
- Customized Attachments with SAP Business One data.
- Message Generation based on User Defined Query

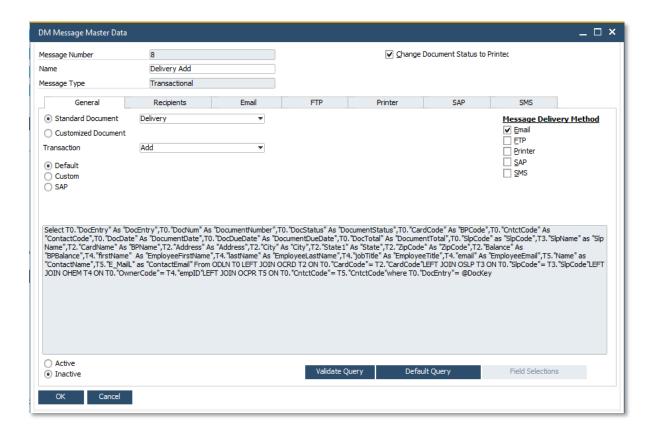
Scope of Work: Data Management

MAS Eligible: Yes

Project Size: Small/Medium

End Value: Improved communication and streamlining of

information



Studio Development Tenant Production Test Tenant Tenant Use Customer **Build/Test** Download. Deploy Core Solutions Scope SAP Business One Admin Lifecycle Management & Operations Cloud Computing Infrastructure

Custom SDK Development

Description: Custom, or Software Development Kit (SDK) solutions, offer a variety of configuration, enhancement, automation, or extension options for SAP Business One to enable you to structure your system to align with your current business requirements.

Some examples of customizations include:

- Custom Approval Procedures/Workflows for Marketing Documents
- Automatic Printing of Attachments with Selected Documents
- Update Drop Ship PO Info Based on Sales Order
- Processor to Automatically Update Documents

Work effort includes:

- Identification of scoping requirements
- Creation of automated routines, testing
- Deployment into production

Scope of Work: SDK Enhancement

MAS Eligible: Yes

Project Size: Various

End Value: Process Automation, Improved Accuracy, Risk Reduction

ERP Assessments

Description: Are you wondering whether your users are following best practice processes? Do you have processes that feel too manual? Gaps in what you are wanting vs. what is currently happening? Need some advice to see if there is a better way? Book time with a Business One expert to review your processes, identify gaps, and discover recommendations for new feature adoption. Areas for consideration: Financials, Sales, Purchasing, Inventory, Production, MRP, Administration, Project Management, etc.

Work effort includes:

- Review area of concern and any associated process documents.
- Prep of system for showcase
- Review and discussion
- Post assessment report to discuss findings and determine possible solution.

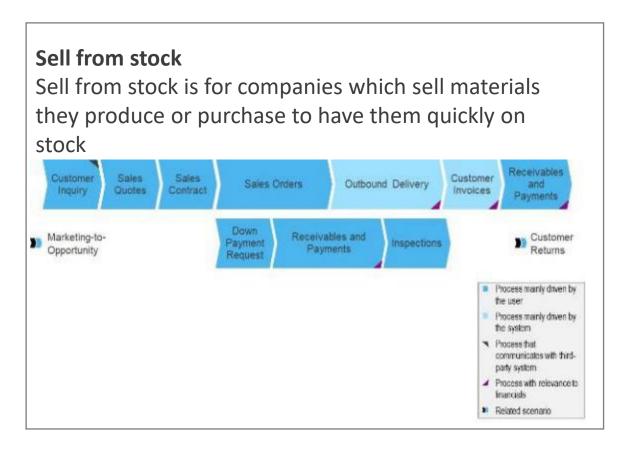
Scope of Work: Process Assessment, Gap Analysis, and Findings & Recommendations presentation

MAS Eligible: Yes

Project Size: Medium

End Value: Process Efficiency





SAP Business

EXPERT ADVICE



Ask a Business One Expert

Description: Would you rather just reserve some time to get a second opinion? Need a suggestion? Reserve a block of time with one of our Experts to review topics of your choice.

Work effort includes:

- Review submitted questions.
- Consulting services to help training on a new feature, answer clarifying questions, review assumptions.

Scope of Work: Existing SAP Business One Product

MAS Eligible: Yes

Project Size: Small

End Value: Product Enablement



Expanded Module Adoption

Description: Were there modules you didn't implement during your initial Go-Live? Are you interested in further use of your ERP for other areas in your business? We can support turning new modules on in your system through configuration, training, process design, and deployment.

Work effort includes:

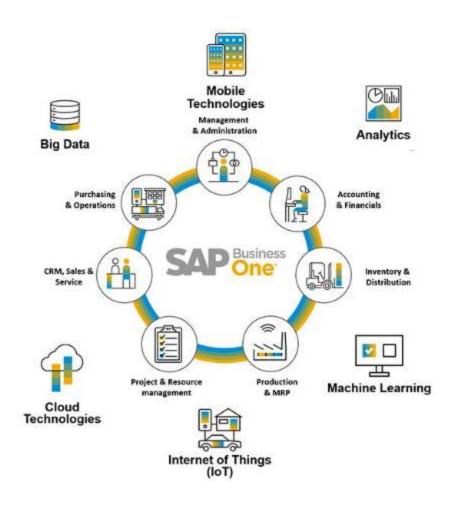
- Review of submitted area of concern and any associated process documents.
- Prep of system for showcase.
- Review and discussion
- Documented listing of suggestions.

Scope of Work: Implementation, Configuration and Training of other out-of-the-box modules in SAP Business One and it's Apps

MAS Eligible: Yes

Project Size: Small, Medium

End Value: Expanded SAP Business One Product Adoption



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New Hire Onboarding



EXPERT ADVICE



Description: Key resource change over? Incorporate time into their new hire onboarding for us to help bring them up to speed. Training could include system orientation, dashboard configuration, report generation, department process reviews, and more.

Work effort includes:

- Confirmation on scope of training
- Prep work for showcase
- Share standard documentation on relevant functionality
- One-on-one coaching sessions

Scope of Work: Product Knowledge and best practices

MAS Eligible: Yes

Project Size: Small

End Value: Enablement

Authorizations Review

Description: SAP Business One has the ability to control access to specific screens, functions, and data at the user or user group level. Our team can assist with an authorizations audit, and provide recommendations for tailoring access control within SAP Business One.

Work effort includes:

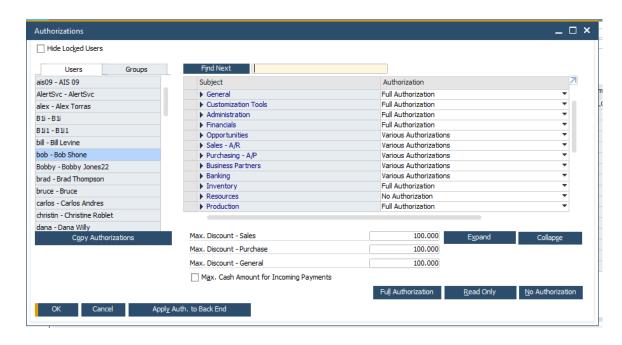
- Review of current General Authorizations and Data Ownership Authorizations setup
- Discussion of desired authorizations changes
- Assistance with implementation of identified changes
- Data Ownership

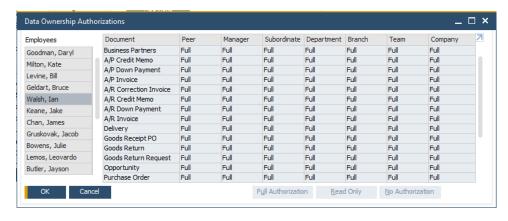
Scope of Work: Consulting

MAS Eligible: Yes

Project Size: Small/Medium

End Value: More tightly controlled access to sensitive data and functions.





Bank File Automation

Description: VistaVu Solutions has helped many customers automate the bank file process. Bank files may consist of outgoing files to the bank with payment instructions (such as a NACHA or Positive Pay Payment File) or incoming files from the bank with account statements for reconciliation within Business One.

Work effort includes:

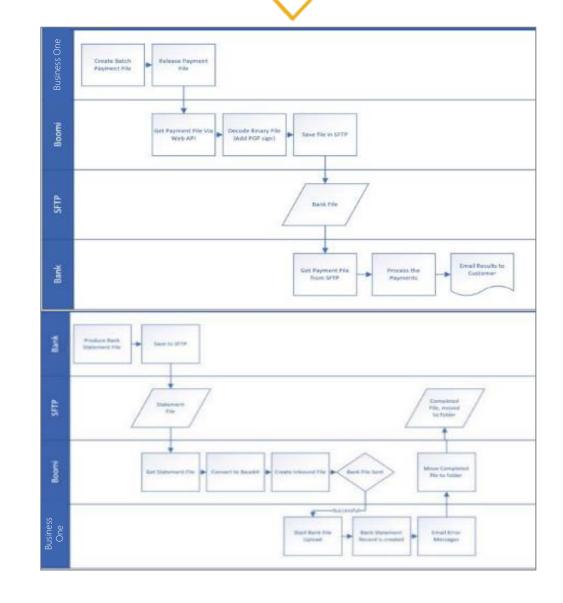
- Develop a custom payment file to accommodate bank-specific requirements, identifying scope requirements.
- Creation of test files and processes, edits required and coordination with bank contact if required.
- Creation of integration processes between the bank and Business One to automate the transmission of files.
- Deployment of these customizations to SAP Business One Production database.

Scope of Work: SDK & SAP Integration Framework

MAS Eligible: Yes

Project Size: Medium

End Value: Process Automation and Improved Accuracy and Risk Reduction





Mass Upload of Data

Description: At times, there may be a need to mass upload data into Business One as a result of a change in your business. Using data migration templates, we can support and guide users around data review, validation, cleaning, conversion, and test and productive loads. This type of project can help get data into the system from legacy data sources.

Work effort includes:

- Client to extract data for upload.
- Identification and work "Cleaning/formatting data" for upload files.
- Uploads into test system for review.
- Edits and changes to files.
- Final data loads into production systems

Scope of Work: Data Migration

MAS Eligible: Yes

Project Size: Medium/Large

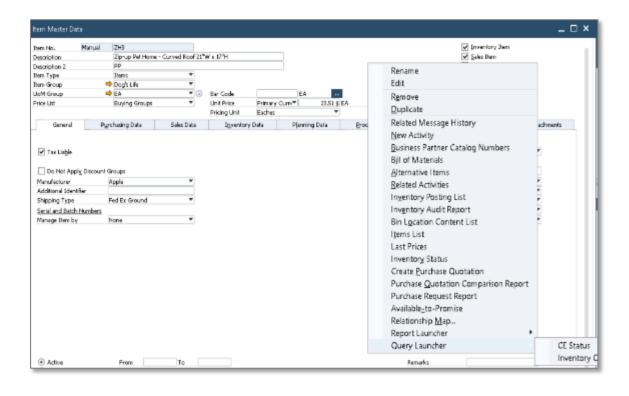
End Value: Saved Time on Data Load, Data Accuracy, Reduction of

Risk

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CVF006LA	FENDER WIO HOLE LH		AVE0	07	96649241	- 1	3.00	3.60	0.0850	
CVFDDSRA	FENDER W/O HOLE RH		AVED	07	96849242	-1	3.00	3.50	0.0050	
CVF005LB	FENDER WHOLE LH		A/E0	07	90049245	- 1				
CVF006RB	FENDER WHOLE RH		AVEO:	07	96649246	1				
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Right-Click Shortcuts



Description: Ever wish you could right-click from within one screen and instantly access another? Our development team can build shortcuts to the right-click context menus to facilitate usability within your environment.

Work effort includes:

- Discussion of desired shortcuts
- Development and implementation
- Deployment into production

Scope of Work: SDK Enhancement

MAS Eligible: Yes

Project Size: Small

End Value: Improved efficiency navigating across screens.

Setup of New Companies

Description: Is your business growing? Do any of your subsidiaries require consolidated processes or practices with the rest of your business? SAP Business One supports both multiple companies, as well as multiple branches within a single organization.

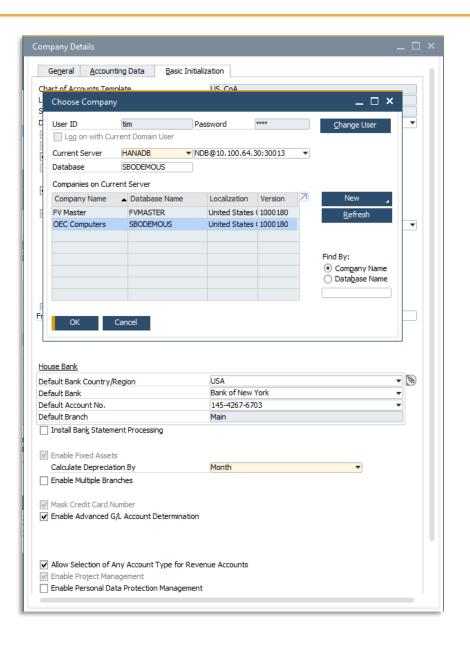
Work Effort Includes:

- Identification of scoping requirements for new entities/subsidiaries/companies
- Creation new Organizational units based on scoping requirements, testing
- Deployment into production

Scope of Work: New Company Implementation

MAS Eligible: Yes

Project Size: Medium, Large



Configuration of Mobile Applications

Description: Do you need to gain visibility into your business on the go? Business One offers a seamless integration with its mobile apps so that you can still stay connected to your business operations like track and monitor approvals, submit timesheets, access project cockpits, and review key business analytics. We support the configuration of these applications as well as the end user training.

Work effort required

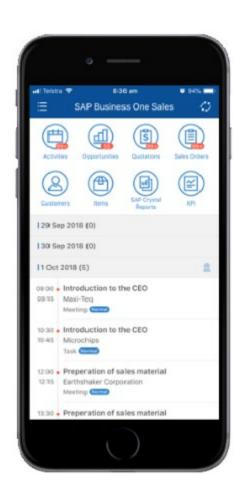
- Configuration of mobile applications to meet customer requirements
- End user training

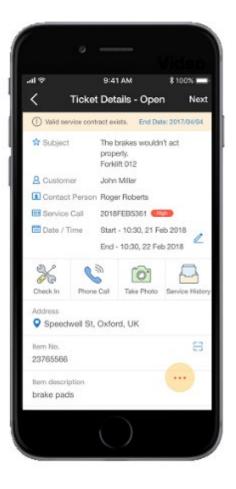
Scope of work: SAP Business One Service App, Sales App

MAS Eligible: Yes

Project size: Small/Medium

End Value: Post implementation support





Vendor RFQ Automation

Description: Is your current RFQ process slow and time consuming? Integrate your RFQ process into SAP Business One where you can send RFQ's, compare different proposals, and award approved suppliers to streamline your business process and promote transparency.

Work effort required

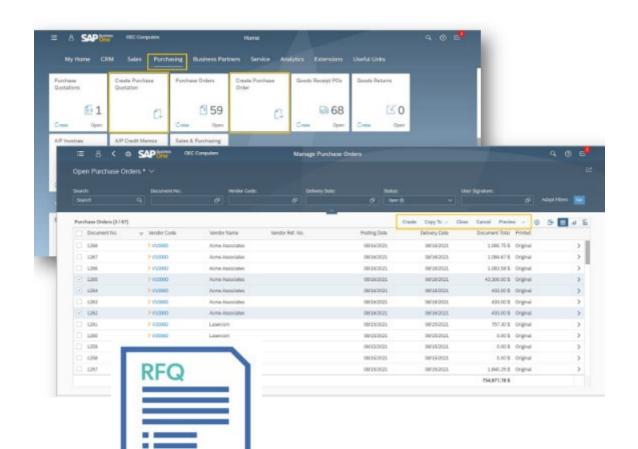
- Scoping and configuration
- Testing and user training

Scope of work: Configuration

MAS Eligible: Yes

Project Size: Medium/Large

End Value: Process Automation, revenue protection



Pick Pack and Production Manager Training

Description: The Pick Pack and Production Manager is a powerful feature within SAP Business One, that provides users the ability to create customized rules for the creation of SAP Pick List

Work effort includes:

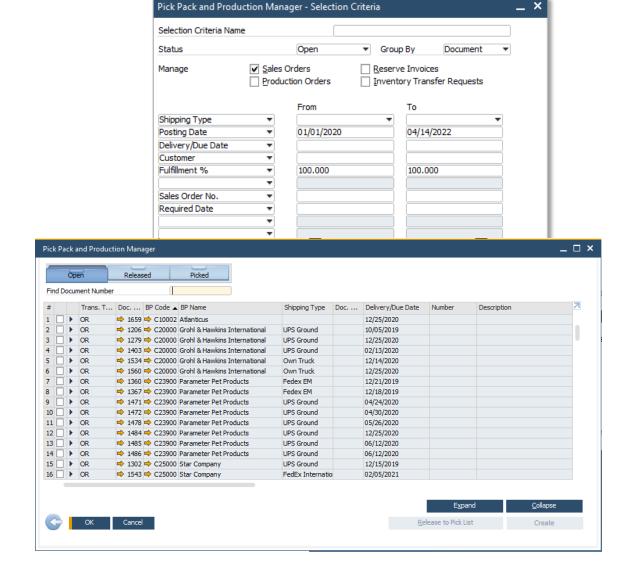
- Bin Location Structure
- Understanding Auto Allocations, Receiving Bins and Restrictions
- Modifying Bin Location Codes

Scope of work: Professional Services

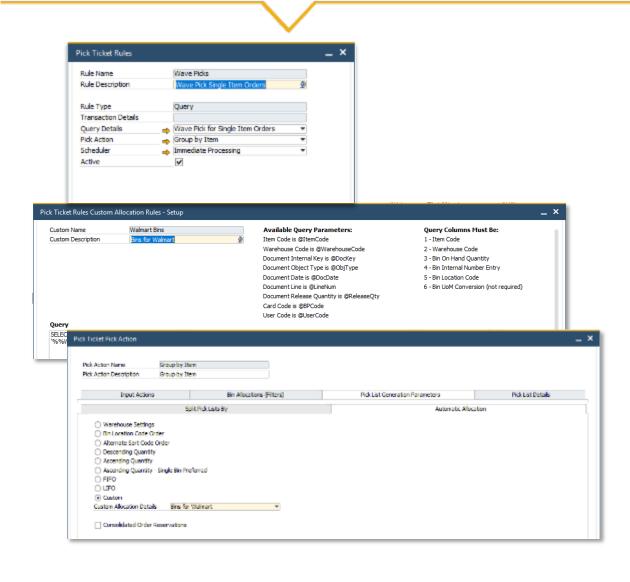
MAS eligible: Yes

Project size: Small/Medium

End Value: More efficient warehouse operations and layout



Resolv Advanced Allocations Training



Description: Advanced Allocations is a powerful tool that provides the capability to create SAP Pick Lists based on a wide range of user-defined rules and queries.

Work effort required

- Creation of Custom Allocation Rules
- Pick Ticket Pick Actions and Rules
- Query Design
- Scheduler

Scope of work: Configuration

MAS Eligible: Yes

Project Size: Varies

End Value: Process Automation, increased efficiencies



Business One Bin Management

Description: Bin Locations within SAP Business One provide much more than storage of inventory items in unique bin locations. Gaining a better understanding on the properties of bins, can make your warehouse layout and processes more efficient and organized.

Work effort includes:

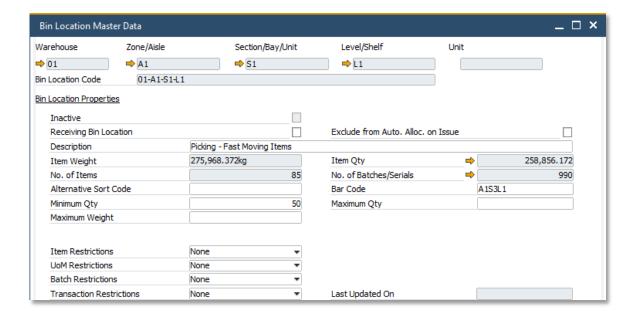
- Bin Location Structure
- Understanding Auto Allocations, Receiving Bins and Restrictions
- Modifying Bin Location Codes

Scope of work: Professional Services

MAS eligible: Yes

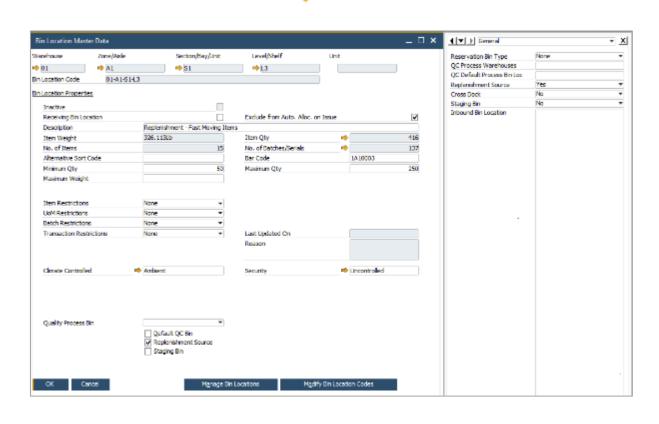
Project size: Small/Medium

End Value: More efficient warehouse operations and layout





Advanced Bin Management with Resolv WMS



Description: With Resolv WMS, SAP Business One Bin Locations are extended with additional functionality to further automate your warehouse.

Work effort required

- Understanding Bin Reservations, Bin Replenishment
- Cross Docking and Staging Bins
- Utilizing Quality Control and SAP Business One Bins

Scope of work: Configuration

MAS Eligible: Yes

Project Size: Small/Medium

End Value: Process Automation



Cost Accounting Enhancements

Description: Associating revenues and expenses with specific business units or departments does not require setting up new accounts in the Chart of Accounts. Instead, such tracking can be managed through the cost accounting features in SAP Business One. Our team can assist with the setup of dimensions, cost centers, and distribution rules which will allow use of the native cost accounting reporting in SAP Business One. Already using the cost accounting features? We can also assist with the creation of User-Defined Values (UDV's) to automatically set the distribution codes on documents according to pre-defined rules.

Work effort includes:

- Discussion of cost accounting requirements
- Configuration of Dimensions, Cost Centers, and Distribution Rules
- Creation of UDV's as appropriate
- Assistance with master data updates
- Training on related setup and reporting

Scope of work: Professional Services

MAS eligible: Yes

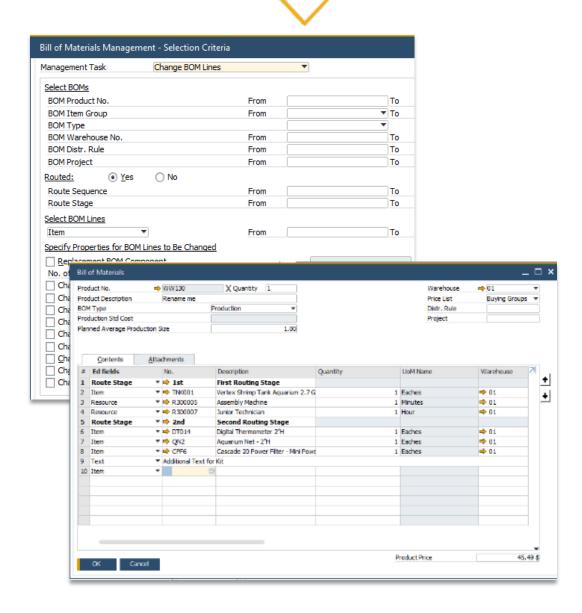
Project size: Small/Medium

End Value: Simplify chart of accounts and improve profitability

reporting by business unit or department



Bill of Materials (BoM) Modification



Description: Support the modification of the Bill of Materials (BoM) Fields in line with specifications advised by the customer through assessment and analysis meetings. This includes addition of fields, default display and layout, print views, etc.

Work effort includes:

- Analysis of current system BoM, analysis of requirements
- Implement new parameters, configuration.
- Form template adjustments.
- Deployment of changes made to Production Business One database.

Scope of Work: SDK Enhancements

MAS Eligible: Yes

Project Size: Medium

End Value: Report Enhancement, data source enhancement

Integration Discovery Study

Description: Do you manually enter data from one system to another? Are there risks of human error that require addressing? Book time to review your integration landscape to identify where Boomi could replace or optimize existing integrations or manual work as the middleware. Following our review process, we determine recommendations on integration architecture between systems for consideration.

Work effort includes:

- Review of System Landscape and Key business processes.
- Integration access research for point solutions i.e., identification of available connections.
- Produce recommendations report

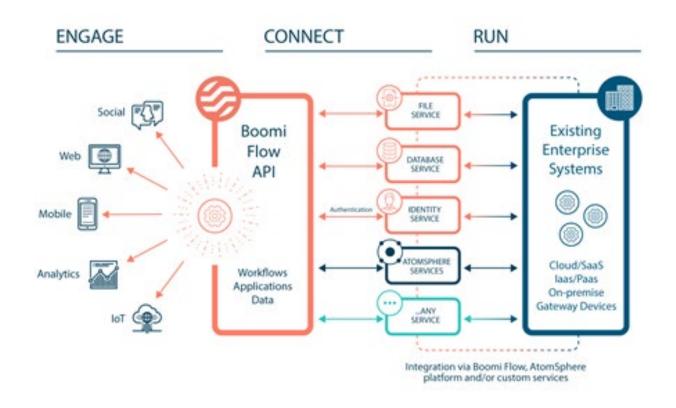
Scope of Work: Integration Build

MAS Eligible: Yes

Project Size: Large

End Value: Integration Discovery and Multi-Project management,

process improvement

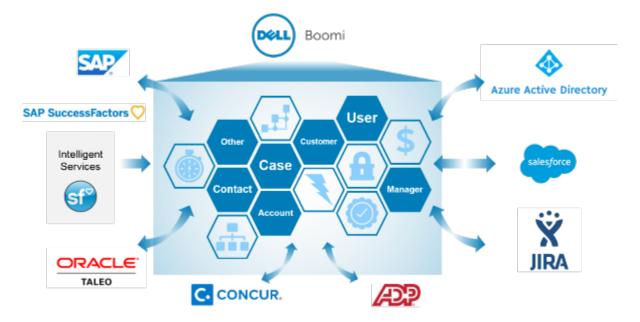


SAP Business

Third-Party Integration Services



EXPERT ADVICE



Description: Implementing system integrations is a great way to improve efficiencies, reduce redundancies and improve timeliness and accuracy in data. Whether you are looking to do simple single system connections or implement a larger Integration strategy, our integrations resources can assist your teams with these projects.

Our team of integration experts offers XML, EDI, Flat File and Webservices API Integrations.

Work effort includes:

Review and Analysis of Integration scope

- Investigation into Required work
- Support / Training around work

Scope of Work: Development Resource Augmentation

MAS Eligible: No

Project Size: Small/Medium

End Value: Reduced process time and improved accuracy of information





EDI Integration Services

Description: Setting up EDI integration workflow between trading partners can introduce efficiencies that allow for growth and scaling. These integrations consider the trading partners, endpoints, EDI document types, standards and protocols.

Work effort includes:

- Identification of scoping requirements
- Creation of Integration workflows, field mapping, schedule routines, testing
- Deployment into production

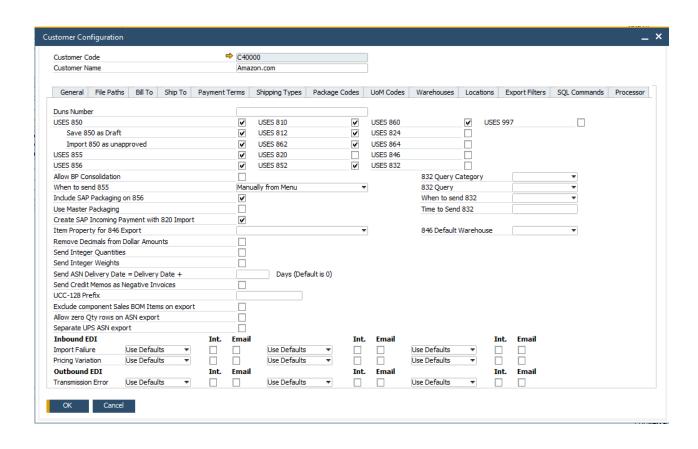
Scope of Work: Resolv

MAS Eligible: Potential

Project Size: TBD

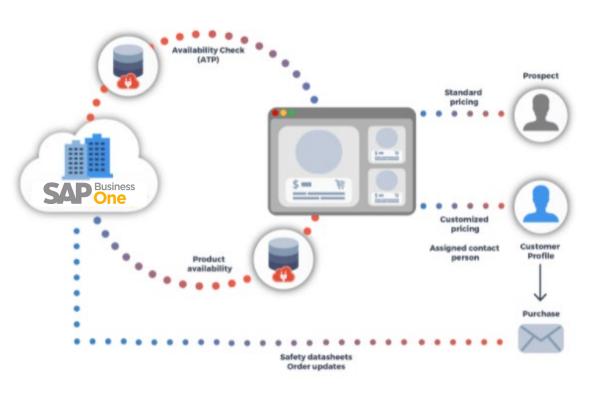
End Value: Instant Inventory Update, Process Automation,

Time Saving





E-commerce Integration Services



Description: Support the integration of sales orders from third party e-commerce applications like Shopify, Focused Impressions etc. into Business One for a more streamlined process. Also includes the integration of third-party databases with SAP Business One, so for example, a supplier contract agreement in the database triggers the creation of a Purchase Order in Business One.

Work effort includes:

- Identification of scoping requirements
- Creation of Integration workflows, field mapping, schedule routines, testing
- Deployment into production

Scope of Work: Integration Enhancement

MAS Eligible: No

Project Size: T&M SOW

End Value: Process Efficiency



Thank You

