

# AMS Advantage ERP: Upgrade with Confidence

*"With our upgrade, CGI had ironed out most of the major issues before we received the upgraded code. We still performed some testing against that code, but it was mostly just finishing touches. The testing done by CGI was done very quickly."*

- David Criddle, IT Assistant Manager, RCC/Cincinnati Financial Systems, City of Cincinnati, Ohio

## **NEW! Automated Testing**

The proven automated testing process used by CGI to deliver high-quality releases is now available to the AMS Advantage client community to streamline the upgrade process with baseline and custom testing to achieve:

- Economies of scale
- Avoid software release comparison and consolidation activities
- Take advantage of new features and functions

Once automated testing is complete, the release is packaged and delivered to you to serve as the production code base for your upgrade. Available as both a stand-alone service and a component of Upgrade Services, Automated Testing Services streamlines the upgrade process for more efficient upgrades.

## **QUALITY RELEASES, EFFICIENT UPGRADES**

The demand for improved efficiency in state and local government is at an all time high. That is why keeping pace with Enterprise Resource Planning (ERP) upgrades is about more than staying current with maintenance, it is about taking advantage of new features and functions that help meet this demand.

Yet organizations are often reluctant to make a change because an upgrade involves more than just new software. There are numerous interdependencies that are affected, plus customizations, interfaces, reports and underlying technology to consider. Critical business processes must be validated and the respective users' confidence in the system needs to be preserved.

To take advantage of new software releases, rich in new features that drive business improvements, organizations also need efficient upgrades – guided by experience and best practices that avoid any disruptions to the critical business of government.

CGI is committed to serving the needs of state and local government clients by providing high-quality software releases delivered efficiently. With a focus on thorough planning, detailed attention to the sequence of migration steps and use of best practices in procedures and tool selection, CGI's experts help AMS Advantage® ERP clients uneventfully and expeditiously move from 3x to 3y.

## **Achieve efficiency - effectively**

CGI's Upgrade Service begins with an assessment of your existing AMS Advantage solution, including the hardware environment, baseline features in use, customizations, forms, interfaces, and reports. As your upgrade partner, CGI will help you successfully identify the most efficient and lowest risk upgrade path available, including the following benefits:

- Avoid disruption with proven methodologies for production efficiencies; including nightly cycle configuration
- Navigate technical details, including security, hardware, interfaces, customizations, and supporting infrastructure
- Assistance migrating customizations, forms, security, reports, data warehouse universes, and nightly cycle schedules
- Focus on business process testing, including new features and functions, using customized test scenarios
- Shorten the upgrade timeline by leveraging automated test scripts; allowing for increased coverage
- Build staff expertise, for understanding and achieving the benefits of enhanced system features and functions, through upgrade demonstrations

## Start early, plan well, leverage automation

The keys to a successful upgrade are to start early, take advantage of best practices provided by CGI's upgrade methodologies, and leverage proven upgrade tools, such as automated testing. Knowledgeable and experienced AMS Advantage experts can assist in all aspects of your upgrade project, including those components outlined below.

<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Evaluate environment</li> <li>▪ Review release documentation</li> <li>▪ Determine architecture requirements</li> <li>▪ Identify customizations, forms, interfaces, and reports</li> <li>▪ Define historical data</li> <li>▪ Plan for testing</li> </ul>
<b>Installation and Configuration</b>	<ul style="list-style-type: none"> <li>▪ Execute software installation</li> <li>▪ Consider database upgrade</li> <li>▪ Analyze patches applied to pre-upgrade release</li> <li>▪ Compare new release against baseline</li> </ul>
<b>Migration, Customizations, Interfaces, Forms, and Reports</b>	<ul style="list-style-type: none"> <li>▪ Upgrade database</li> <li>▪ Migrate customizations</li> <li>▪ Migrate interfaces, forms, and reports</li> <li>▪ Support client testing and analysis</li> </ul>
<b>New! Automated Testing</b>	<ul style="list-style-type: none"> <li>▪ CGI tailored automated testing for baseline functionality and custom software modifications</li> <li>▪ Execute business process and new features and functions testing</li> <li>▪ Interface, batch/cycle, and stress testing available</li> <li>▪ All tests performed against upgraded environments prior to delivery</li> </ul>
<b>Production Cutover</b>	<ul style="list-style-type: none"> <li>▪ Run system assurance and/or payroll</li> <li>▪ Schedule final conversion</li> <li>▪ Update links and "flip the switch"</li> <li>▪ Post-cutover support</li> </ul>

CGI can help you succeed in delivering the most reliable, efficient, and confident upgrade to your user community. Review CGI's methodologies and components to determine how they will best benefit your upgrade strategy, and let us know. We'll be standing by.

## CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 31,000 professionals operating in more than 125 offices worldwide.

Through our leading ERP solution, AMS Advantage, CGI has helped 190+ state and local organizations better serve 90+ million citizens. Designed exclusively to support the business of government, CGI's AMS Advantage solution allows clients to improve operational efficiencies, constituent services and performance—all while reducing costs.

Visit our website at [www.cgi.com/amsadvantage](http://www.cgi.com/amsadvantage) to learn more.

For more information, contact CGI at 1.800.321.0267 or at [amsadvantage@cgi.com](mailto:amsadvantage@cgi.com).