



# Upgrade Checklist

- ❑ Call Client Manager to begin upgrade process
- ❑ Receive upgrade documentation in e-mail format from Client Manager including:
  - Upgrade Client Profile
  - Upgrade Checklist
- ❑ Complete the Upgrade Client Profile and send it back to Client Manager via e-mail.
  - Client Manager registers your organization
  - Lawson ships Upgrade Information Packet to you
- ❑ Client Manager will set up initial upgrade conference call with you and a Lawson Upgrade Planning Manager to discuss:
  - The review of the completed Upgrade Client Profile
  - The upgrade process requirements
  - The review of the upgrade methodology
- ❑ Lawson Upgrade Planning Manager and Client Manager prepare the Upgrade Services overview for your organization including:
  - Application consulting and training
  - Technical consulting and training
  - Project management
- ❑ A review call is scheduled with you, the Upgrade Planning Manager and the Client Manager to clarify and review the Lawson upgrade services cost estimate.
- ❑ The last step is to finalize your upgrade plan with these steps:
  - Order new application software from your Lawson Client Manager
  - Work with Lawson Client Services Manager to develop a detailed upgrade project plan
  - Attend upgrade workshop
  - Attend Lawson Technical Training
  - Order the upgrade software from your Lawson Client Manager
  - Attend a Lawson Application Training for Upgrades course

## **Information and software you will receive from Lawson:**

- ❑ Upgrade Client Profile
- ❑ Upgrade Information Packet
- ❑ New Application/Environment software
- ❑ Upgrade software
- ❑ Lawson Upgrade Overview deliverable

## **Upgrade Training from Lawson available:**

- ❑ Upgrade Workshop
- ❑ Technical Training
- ❑ Differences Training
- ❑ Application Training