



# ENDEAVOUR CLUB UPGRADE OPTION

COST EFFECTIVE SOLUTIONS TO UPGRADING YOUR SOFTWARE



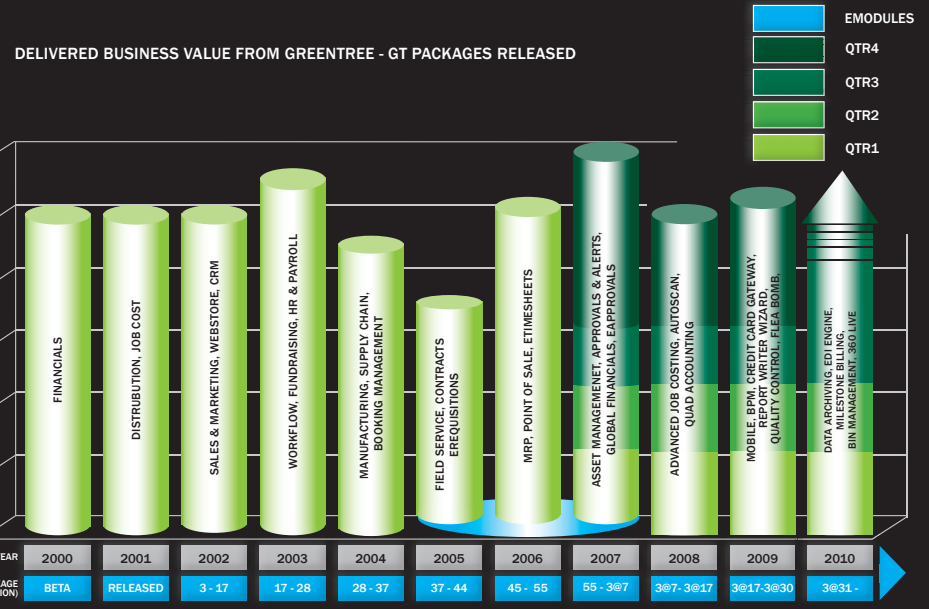
## ENDEAVOUR CLUB UPGRADE (ECU)

The ECU program is one of the tools Endeavour uses to help Accelerate your business. Enhanced software can often provide new or streamlining of processes that will help your business get things done more efficiently. The ongoing innovations delivered through upgrades provide incremental value to your business, this incremental value requires little effort and provides value.

Keeping your Greentree software upgraded regularly reduces the overall cost of ownership over the install life of Greentree. With Endeavour as your Greentree partner we can ensure that Greentree works well for your organisation, we provide training for you on the new features delivered with the upgrade and discuss with you how your business can benefit from them.

The ECU program provides regular scheduled upgrades at a fixed price, this means that Endeavour takes the risk of addressing any upgrade issues that may arise. It also assists you to budget upgrades with no surprises.

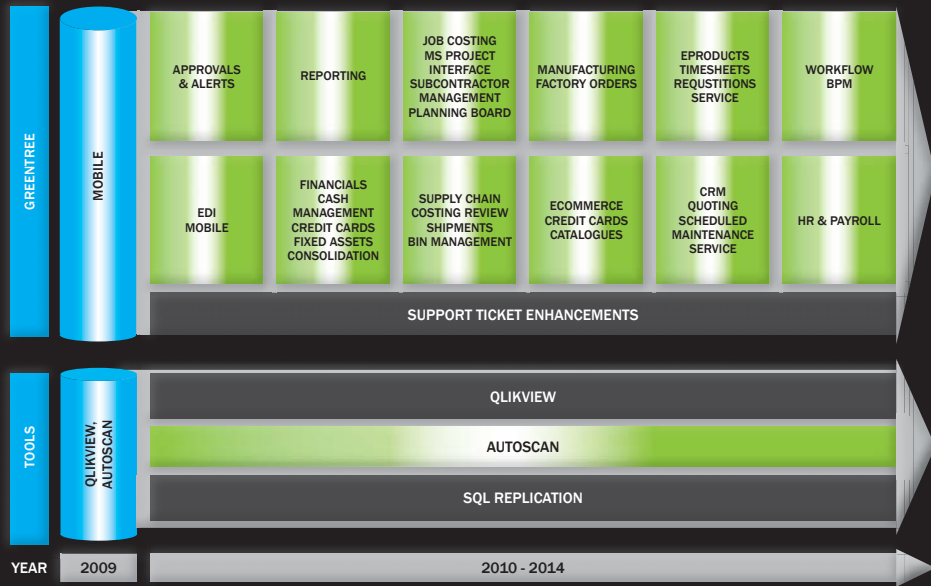
What is the Greentree vision and strategy? Greentree International researches what customers need and then uses this information to drive the enhancements provided in your Greentree upgrades. Greentree is a dynamic product and is constantly being developed for increased functionality while maintaining ongoing quality. Smaller upgrades have a minimal impact on the organisation as they cause less disruption. With regular updates you are able to run your business optimally.



- UPGRADES PROVIDE:**
- Enhanced functionality
  - Meets new Legislative Requirements
  - Fixes to software problems
  - Payroll changes

# THE ECU PROGRAM

GREENTREE ROADMAP - ONGOING INNOVATIONS



WHAT DOES GREENTREE MAINTENANCE RENEWAL (GMR) PROVIDE?

Greentree's "Continuous Deployment" is an innovative approach. That allows software packages to be updated through an automated process.

Greentree is continuously striving to improve the product's functionality and robustness across the vast variety of usage scenarios for all the Greentree customers. All improvements or new modules are only available to customers on the renewal program. Greentree are committed to the delivery of; new technology, features and enhancements.

Greentree International has been developing business solutions for over 20 years. Drawing on that experience and through harnessing the best innovative technology, they have developed numerous quality processes and employ a multi layered approach to ensuring the delivery of highest quality software to resellers and customers.

WHAT DOES ENDEAVOUR CLUB UPGRADE COVER?

This Endeavour Club Upgrade membership provides for frequent upgrades at a discounted price. It also ensures that the upgrade costs are spread over the year. The pricing for your ECU is based on how frequently you would like the upgrades done and the number of years you would like to join for.

This provides certainty on pricing and ensures you aren't billed additional charge for issues during the upgrade where there is a fault in the Greentree program.



WHAT DOES GREENTREE MAINTENANCE PROVIDE?



## WHAT IS THE UPGRADE PROCESS?

The following is a list of tasks that we will complete in order to upgrade your Greentree system:

### **Upgrade Testing**

This is considered critical for your business to continue operating unimpeded. It allows issues to be identified and addressed prior to coming out to do a live upgrade. It also allows a preview of any Greentree enhancements and a customer sign off for acceptance.

### **Upgrade Training**

Using the test system we are able to provide an overview of new enhancements provided in Greentree, and information on any processes that have changed. It is also an opportunity for you to identify how new features can help you streamline existing business processes.

### **Live Upgrade**

The live upgrade is carried out so that there is minimal interruption in your day to day business. This includes an onsite visit the morning of go live to ensure all Greentree workstations are upgraded and working.

### **Post Upgrade**

Issues that arose from the test upgrade are fixed, and specific configuration required for each site is done.

### **Business Process Improvement**

New features in Greentree can be explored, enabling you to take full advantage of your investment.

### **Sign Off**

We will agree to a point when the upgrade is completed, and sign off this service. Then there is a two month warranty phase as a safety net.

## TYPICAL UPGRADE PROCESS

## FREQUENTLY ASKED QUESTIONS

As with all software, there is a risk that something will “break” as a result of the upgrade process. Greentree International strive to keep this to an absolute minimum with rigorous testing and comprehensive Quality Assurance procedures. The ECU provides process certainty in pricing ensuring that you aren’t billed any additional charge for upgrades.

*At Endeavour we work on your behalf to get any issues resulting directly from the upgrading process resolved;*

### How Is ECU Price Calculated?

Based on your number of modules and system users, and the complexity of system customisations and interfaces. Development can be included or excluded based on customer requirements.

### What If I Purchase Additional Greentree Software?

An annual review will be carried out to ensure any changes made to the system during the year are reflected in your membership pricing. If you add or remove modules or 3rd party interfaces it may reduce or increase the time it takes to carry out your upgrade.

### How Do I Pay For My Membership?

Membership is paid monthly by direct debit. The payment will be due on the 16th and includes a 5% discount for paying by Direct Debit.

### What If I Want To Cancel?

If during the course of the upgrade consulting services you elect to cancel the agreement, then the services provided to that point will be invoiced and payable by you.

### What If I Decide Not To Join The Club?

You are still able to receive Greentree upgrades as you request. This will be charged to you based on Time & Materials. By taking this option, you are taking the risk that the upgrade may take longer than expected, and in this event, you would be charged the full time taken.



## HOW MANY UPGRADES SHOULD I GET A YEAR?

### GOLD

4 times a year, this level is for clients that wish to keep abreast with the most recent updates and enhancements Greentree has to offer. This would be a good option for smaller sites with minimal or no modifications. Testing is kept to a minimum, which allows for upgrades to be implemented overnight. A consultation is available to onsite training every 3 months along with significant discounts.

### SILVER

3 times a year, mid level for clients that wish to keep updated and have more regular contact with their Endeavour consultant. This level would ensure that you are on a version that is fully supported by Greentree.

### BRONZE

Twice a year, this level is for clients that still wish to update and enhance their Greentree, however minimal servicing may only be required. Business Process testing is also introduced.

## UPGRADE MEMBERSHIP

## HOW TO TAKE ADVANTAGES OF THE UPGRADE OPTION...

All our customers are invited to join.  
Please contact your Endeavour Account  
Manager or Endeavour Reception on  
0800 422 2722.

### KEY BENEFITS

- Costs spread monthly
- Managed process
- Endeavour assumes risk of overruns
- Priority upgrade treatment
- Discounts on upgrades up to 30%
- Upgrade rates capped for period
- Use of the latest features without having to wait
- Optimise business operations
- Avoid your system becoming obsolescent
- Minimize ongoing support costs by having an up to date system.

\* Custom developed software included in the upgrade process as above.

## ECU BENEFITS...

...COUNT ON THE DIFFERENCE!

### COUNT ON EXPERIENCE:

Endeavour holds over 20 years of business experience. We know, how to make business work effectively and efficiently.

### COUNT ON INTEGRITY

Have confidence in our skills and abilities. Endeavour maintains consistency to deliver on what we communicate with you. Our customers trust us, and communicate this with us.

### COUNT ON AFFILIATION

Our people make the difference. They understand client's needs, and develop solutions that fit. Our Project Managers, Qualified Accountants, Business Consultants and technical experts consistently strive to get the job done on time, and on budget.

*"I'd give Greentree a 9/10 rating at the moment but with each new version upgrade, we're ticking even more of the customer satisfaction boxes."*

*Simon Vale – General Manager - Vynco Industries*



*"Greentree has proved to be an excellent choice for our manufacturing based business with noticeable efficiencies in the way we define our Bill of Materials and cost jobs."*

*Bryan Wentworth, Accountant – Maskell Productions Ltd*



*"Greentree has assisted us in making key strategic business decisions which have increased our market share."*

*Jane Chandler, Administration Manager - McCallum Bros*







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