

## *Aim*

For a Agresso consultant to develop a report for the customer. The report could be written either in Microsoft Access, Microsoft Excel or Crystal. The Crystal report could be called from Agresso QL or it could be a Crystal report that resides out side of Agresso QL and uses ODBC to connect to the Agresso QL database.

## *Pre-requisites*

1. A requirements document has been signed by the customer, and a purchase order is in place.
2. The correct version of software has been installed at the customer site, whether it be Microsoft Access, Microsoft Excel, Crystal, or Agresso QL.

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## *Details*

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1. The requirements for the report will be determined with the customer.
2. A requirements document will be produced by the Agresso consultant, which will include the time and cost involved, and the estimated delivery schedule.
3. If the customer then wishes to proceed with the work, they need to sign the requirements document and raise a purchase order.
4. The Agresso consultant will then normally carry out the work, at the Agresso offices in Swansea.
5. The report will be delivered to the customer site.
6. The customer will have a 30 day period to test the report, in which time Agresso will amend the report within the guidelines of the requirements document. After the acceptance period, unless otherwise stated, the report will be deemed as accepted.
7. The report will normally be supported by your organization. Alternatively a bespoke software support contract can be taken out, or additional consultancy could be purchased.

### *Course Objectives*

To provide the customer with a bespoke report that meets their requirements.

### *Methodology*

The development will be structured and documented to ensure that both parties are in agreement of the work to be carried out, the timescale and the cost, and that the delivered work meets those requirements.

### *Duration*

Dependant on report requirements.

### *Location*

Agresso's Swansea Offices

### *Cost*

POA - dependant on location.