

Implementation Success Guide

How to maximize your implementation experience with Kyriba



kyriba™

Our Commitment to You



-- Mathilde Sanson, VP
Professional Services, Kyriba

Thank you for your consideration of Kyriba's award winning treasury, cash and risk management solutions, and our Professional Services offerings.

As head of our Services team in North America, I am aware of your business challenges, and take seriously our commitment to delivering a world-class product so you can initiate strategic advantages for your organization.

Along with selecting Kyriba for our superior product features and overall platform, we want you to remember us for our consulting expertise. It is our responsibility to ensure you can deploy and use the software with minimal interruption and hurdles.

I recognize that implementation requires commitment, time away from your day to day responsibilities, but with our proven methodology and expertise, we are able to minimize the potential impacts to your business. My goal is to streamline the implementation process so our clients can rapidly get up to speed and gain competitive advantage with Kyriba.

Our top priority in the past 18 months has been to grow our Professional Services team, which now includes 100+ highly qualified professionals managing projects across the globe. We have the strongest implementation practice in our history as demonstrated by the record number of clients who went live on Kyriba in the past 12 months.

I look forward to leveraging our multi-industry, global treasury expertise to empower your team! If you want to discuss any Implementation questions, please feel free to contact me at msanson@kyriba.com.



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Introduction

We've created a best-in-class team and implementation framework, which drives a predictable, more efficient transition to your new system, and we provide ongoing support after you are up and running. From well-defined milestones to post-implementation support, our global Professional Services and Client Success teams are dedicated to your success. This eBook describes how to maximize your implementation experience with Kyriba!



"We recognize the value of Kyriba's cash management solution, and for our fast-growth, multinational organization, scalability is essential. It's a pleasure working with the implementation team, who simplified the GoLive process so we could continue to serve our organization while the new system was installed."

--Treasury Manager for global transportation company



Our Team

Rest assured, Kyriba's consultants are the most experienced and have the most training in the industry. Before being assigned to an implementation project, our consultants first complete a four month, full-time training program and must pass stringent certification tests. Once certified, our associates also benefit from a mentoring program whereby our consulting leads provide ongoing guidance and support.



“Kyriba’s Center of Excellence has at its core an understanding that Consultants partner with and provide coaching to our clients in order to give them the tools they need to make their goals a reality.

“The Center of Excellence program was the most transparent and all-inclusive training experience that I have had in my career with access to videos, user guides, customized training materials and the most Senior Level Consultants.”

-- Tom Howell, Implementation Consultant, Kyriba



Our Team

A Kyriba senior project manager will work with a senior implementation manager to ensure a successful value added project. Your Kyriba implementation team will also include a connectivity consultant and up to two implementation consultants to fulfill a range of tasks, from system configuration to ongoing management.

For global deployment, we provide region based implementation teams with oversight by a project director who is collocated in your region.

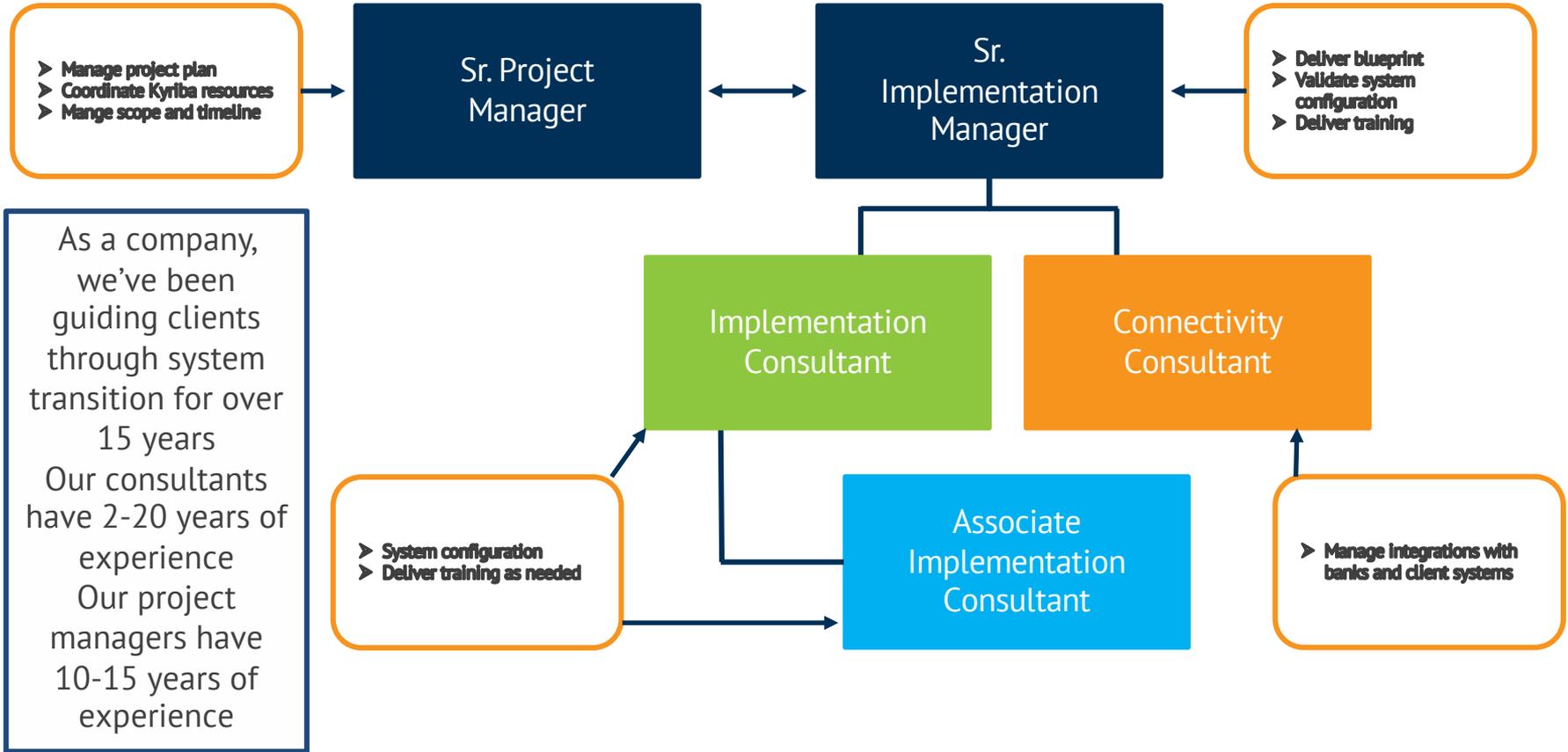


“Would you give the keys of your TMS to an unqualified team and risk the integrity of your Treasury Department? Missed reporting deadlines, unsuccessful audits, poorly trained staff, and payment failures can become a reality caused by an implementation team. These risks are essentially non-existent at Kyriba due to our exceptional training program, which provides the necessary skills and methodologies for delivering quality implementations, ensuring reliable operation for years to come.”

-- Dimitri Bozolenos, Implementation Consultant, Kyriba



Our Team



As a company, we've been guiding clients through system transition for over 15 years
Our consultants have 2-20 years of experience
Our project managers have 10-15 years of experience



Our Roadmap to Your Successful Implementation

Knowing what to expect is key to any successful implementation. Our milestone-driven, predictable methodology consists of four phases, providing a clear roadmap from kick-off to GoLive.

Phase 1: Discovery We'll introduce our implementation team during our kick-off call, and then we will carry out interviews with your core team to identify your needs and capture your functional and technical requirements in a blueprint document. From this document, we create a project plan which details how and when the system will be implemented. Together, we will initiate the bank introductory calls to engage their services.

Phase 2: Configuration This phase is largely carried out by Kyriba behind the scenes. Based on your functional requirements and the decisions made during the discovery phase, we will configure the system and set up the necessary bank and technical connections. We'll also make sure the right workflows are in place to meet your requirements. While we will be doing most of the work in this phase, a number of checkpoints are in place to make sure the configuration remains in line with your requirements. This Client-directed-Kyriba-executed approach ensures you are able to focus on your day job, while still meeting the project timelines.



"Having implemented for other vendors, Kyriba sets itself apart by being prepared. Reporting and payment file formats are approved beforehand as well as a detailed onsite 'Blue Print' of the entire implementation project by the consultants. It's a deceptively simple approach that eliminates preventable mistakes, which are called 'set-backs' by other vendors." -- Tom Howell, Implementation Consultant at Kyriba



Our Roadmap to Your Successful Implementation

Phase 3: Delivery We will provide core user training, giving your designated core users the knowledge needed to train other users and get the most out of your new system. You'll also run user acceptance testing and parallel testing alongside your existing system to make sure everything is working as expected.

Phase 4: GoLive Once everything is validated, we will confirm all of your user authorities and their access, so that your users can begin using Kyriba as their day-to-day system. Once your new system is live, your previous system can be deactivated. When your new system is live, the implementation can be signed off and you'll be introduced to our customer support team. You'll also be able to start taking advantage of Kyriba Social, our online user community, which gives you access to over 10,000 treasury professionals in over 100 countries who are using Kyriba.

What Our Clients Say

"I've been heads down on the GoLive implementation of our ERP Program these past 2 weeks. I'm happy to say that our company has successfully deployed ERP solutions with a number of supporting periphery applications--Kyriba being one of them.

"That said, I want to thank this group for putting in the extra effort to ensure our Kyriba-to-Money Port interface and configurations were functional, and ready for our go-live date! I couldn't have asked for a better team of individuals to work with in pulling it all together under such an aggressive schedule."

– Kyriba Client, Power Production Industry



Our Roadmap to Your Successful Implementation

You can count on our team from Discovery to Support. Here's our roadmap to your success:



Our Roadmap to Your Successful Implementation

Our Consultants

Our highly trained and experienced consultants use Kyriba's proven and repeatable implementation methodology to ensure your business requirements and your expectations are successfully met.

The value of working from our implementation methodology is realized by your team's ability to GoLive with the least amount of friction and have personalized, long-term support.



“To maximize the success of each project, Kyriba simplifies the implementation methodology by clearly outlining what is expected at each step in the process from consultants and from our client’s. Prior to working at Kyriba, I had been implementing TMS’s for 18+ years for a number of companies, and have helped hundreds of clients go live.”

“Kyriba stresses throughout the implementation the importance of carving out time each day to work in the system and become familiar with it, and parallel their processes to ensure there are no surprises once Go-Live is reached.”

-- Judy Campardo, Senior Implementation Manager, Kyriba



We have successfully implemented more than 1,300 clients, and we continue to learn from our projects and innovate ways to improve our methodology so that your implementation experience is efficient and valuable. One innovation in implementation methodology for Kyriba is called Kyriba Essentials.



Why use Kyriba Essentials?

- Rapid Deployment – 3 months depending on requirements
- Immediate, tangible results – budget sensitive
- Fully integrated workflow – pre-configured and ready
- Modular – add more when you are ready

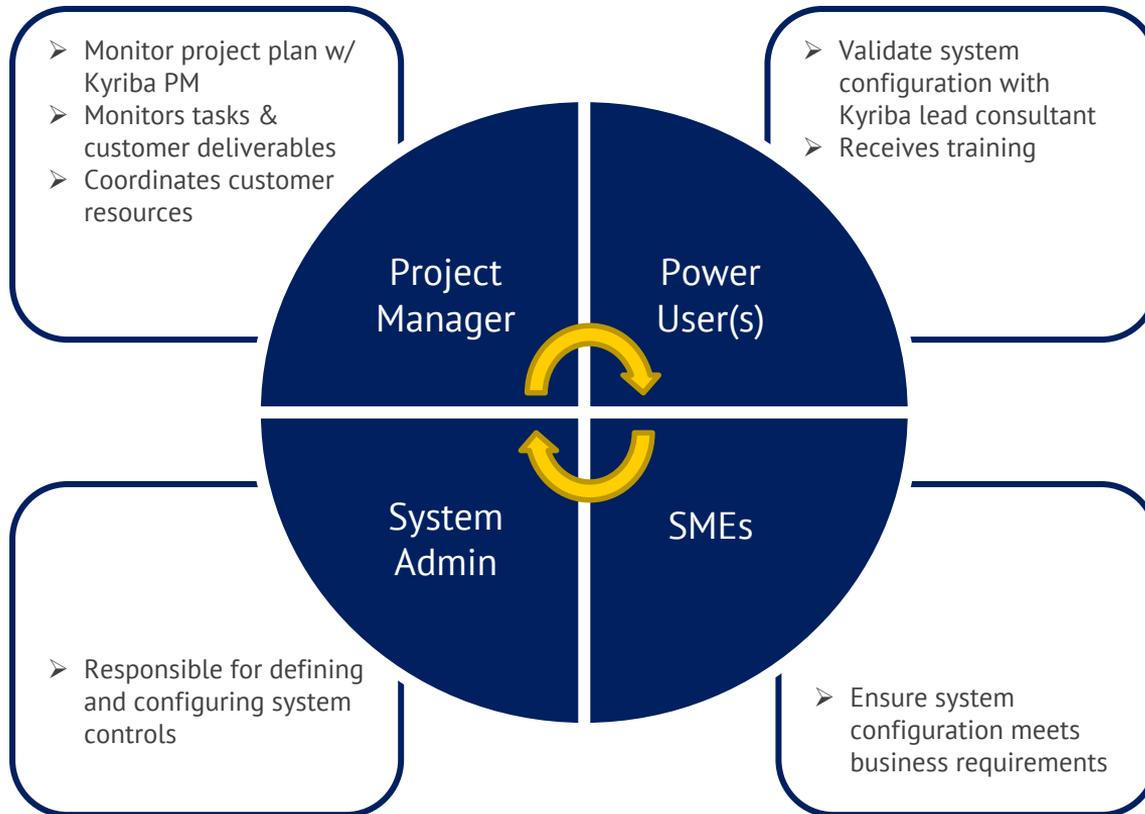
Kyriba Essentials' Capabilities

- Core cash
- Forecasting management
- Financial transaction position keeping
- Cash accounting
- Payments



Predictable Implementation, On Time and On Target

Your team



Where possible, we recommend that your project team includes the following core members: Project Manager, Power User, System Admin., SMEs

- Smaller teams will find the same person holds more than one responsibility
- Larger teams will have multiple people in regional roles



Predictable Implementation, On Time and On Target

The time required to GoLive will depend on the modules you choose and your geographical footprint.

Predictable duration

- The average project takes less than six months to implement. Using Kyriba Essentials, implementation may take three months, depending on your specific requirements.

Staggered approach

- Instead of implementing a large number of Kyriba modules or multiple regions simultaneously, we recommend a staggered approach.
- By implementing individual modules or specific regions in phases, you can achieve early success which can then be built on with subsequent deployments.



When You GoLive, You Have Support

Client Success Manager

Kyriba is committed to providing an experience that ensures the on-going success of each and every customer. From customer support on-boarding to the contract renewal process, the Client Success Manager will act as your personal guide and expert advisor so your professional growth can be maximized.



“We expect our treasury team to be transformational thinkers, drivers of a high performance culture, and strategic in their decision making. Kyriba allows us to be all of these things while also being an extension of our team, enabling our organizational vision and strategic goals. Our Kyriba Team is an important component of our success.”

– Kyriba Health Care Client



When You GoLive, You Have Support

We know that implementation is not the end of the story. We will continue to support your organization once your new system is up and running. Included as part of your subscription, our global Client Success team provides you with support, account management, networking conferences and opportunities to provide feedback.

Client support

We're on hand to answer any questions you might have about your Kyriba system. With support centers in New York, London, Paris, Tokyo, and Singapore, we provide coverage in line with your geographical footprint.

Account management

After implementation, your account manager will continue to ensure that your solution meets your business objectives.

Kyriba Live!

Our annual client conferences in North America and Europe presents a range of client case studies, provides updates to our product offerings, and peer-to-peer networking.

Client satisfaction surveys

We run online surveys twice a year to measure customer satisfaction. These surveys help us monitor the overall pulse of our client bases to ensure we continue to provide our clients the services they need.



When You GoLive, You Have Support

kyriba
Social

Solutions Products Clients Partners Resources Company

UserName

Password

LOGIN ▶▶

[Forgot Password?](#)
[Not a member?](#)

**Knowledge Base.
Peer-to-Peer Social Interaction.
Online Support.**

Kyriba's online support portal provides clients a dynamic resource that combines a knowledge base with a peer-to-peer interactive social forum, ideas portal, platform incident communications and online support.

ARTICLES



Review articles in the knowledge base
Search for product and topic information

CASES



Create new cases
View your cases and your company's cases

FORUM



Collaborate with Kyriba users
Ask questions of the Kyriba user community

IDEAS



Promote ideas to the Kyriba user community
Post and vote on ideas

STATUS



Bank connectivity
Platform status
Maintenance schedule
Product information

NEWS



Learn what's new at Kyriba
Meet Kyriba at an event near you

More than 93% of our clients are registered



When You GoLive, You Have Support

The **Right Person** on the **Right Issue** at the **Right Time**

Triage

- Critical cases acknowledged and assigned within **30 minutes**
- **60%** of cases are resolved in Triage
- Average duration for an open case is **<24 hours**

Investigations

- Manage high and medium complexity functional cases
- **30%** of cases resolved in Investigations
- Average duration is **2.5 days**

Advanced Support

- Manage high priority and critical technical cases
- **<10%** of cases escalated to Investigations are escalated to Product Support
- Average duration of cases escalated to Product Support is **< 5 business days**



When You GoLive, You Have Support



Support Case



Client Services Support



Team Lead



Management



Support Case

- Ticket opened by customer via Kyriba Social, Email or Phone
- Required in order to engage with Support

Case Owner

- Case owner has knowledge of issue and can provide a resolution
- Knows when to escalate to internal teams

Team Lead

- Senior member of team with subject matter expertise
- Escalation point for any open case

Director, Support

- Ensures best practices for case management
- Escalation point for any issues and challenges

VP, Services

- Oversight and responsibility of the Client Success Team
- Escalation point for any client issue or concern



When You GoLive, You Have Support

With a global network spanning North and South America, Europe, Japan, China, Singapore and Dubai, our Client Experience organization includes 125+ full time employees.

Client Success Manager

Kyriba is committed to providing an experience that ensures the on-going success of each and every customer.

We understand that your journey is dynamic, so having a Client Success Manager that leads you through your path to success will also help ensure that your experience with Kyriba is positive and focused on value.

From customer support on-boarding to the contract renewal process, the Client Success Manager will act as your personal guide and expert advisor, so you can maximize your professional growth with Kyriba.



Concluding Remarks

We hope this eBook demonstrated how our approach to implementation will make your project predictable and timely. Additionally, you have heard directly from our Professional Services team about their commitment to your success!

Further Reading

eBook: [The CFO's Toolkit - Minimize Risk and Ensure Compliance](#)

eBook: [Reducing the Risk of Fraud with Kyriba](#)

eBook: [Making the Business Case for Supply Chain Finance](#)

The logo for Kyriba, featuring the word "kyriba" in a bold, blue, lowercase sans-serif font. A small yellow circle is positioned above the letter "i". A trademark symbol (TM) is located to the upper right of the word.

Follow us

Blog: <http://www.kyriba.com/blog>



About Kyriba

Kyriba is the global leader in cloud treasury solutions, delivering Software-as-a-Service (SaaS) treasury technology to corporate CFOs and Treasurers. More than 1,300 global organizations use Kyriba to deliver global cash visibility, improve financial controls, and increase productivity across their cash and liquidity, payments, supply chain finance and risk management operations. Kyriba is headquartered in New York, with offices in San Diego, Paris, London, Tokyo, Singapore, Dubai, Hong Kong, Shanghai and Rio de Janeiro. To learn how to be more proactive in your treasury management and drive business value, contact treasury@kyriba.com or visit kyriba.com.



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