

# Lawson Consulting Services for Fortune 50 Retailer

## Highlights

- Our client required consulting and upgrade services for its Lawson HRIS solution.
- UST Global was able to show the client the value of upgrading directly to 9.0 rather than going to 8.x as originally planned.
- UST Global took a carefully planned approach, working closely with both the client and Lawson Software, and carefully documented all facets of the project for future reference.
- Our client got more functionality than planned, long-term cost savings, and documentation that will facilitate more efficiency in the future.

## Customer Profile

Our client is a Fortune 50 retailer. In addition to fast-paced technological challenges, the retail industry must successfully manage the retail workforce, balancing budgets, variable staffing needs and labor laws against profitability, customer satisfaction and customer loyalty.

## Business Issues

- Our client initially engaged UST Global to upgrade its Lawson HRIS solution from 7.1 to 8.x.

## UST Approach

- UST provided strategic Lawson consulting expertise to help the client see the value in skipping 8.x and upgrading directly to version 9.0.
- UST provided consulting services to outline business process transformation opportunities using the new 9.0 functionalities and expanded Lawson tools.
- Using a UST Global delivery model, we worked closely with the client and with Lawson Software to lay out the plan that successfully completed the project.
- All facets of the project requirements and related business needs were carefully documented at the outset, enabling the full onsite and offshore Lawson team to ramp up quickly and efficiently at the start of the project.

## Benefits/Results

- Our client was able to delay future upgrade costs by using the skip upgrade.
- Our client now enjoys the advantages of the new 9.0 functionalities.
- Our client has permanent access to a repository of all documentation developed throughout the project.