airbase | sage Intacct

Sage Intacct Migration Overview

This guide provides an overview of the often lengthy process that is a migration to Sage Intacct's ERP. Given the investment of time and internal resources, we find that a clear and detailed project plan is essential. In this guide we'll take a broad look at the steps and considerations of transitioning to Sage Intacct, including:

- Questions you should answer before starting the migration process.
- How to conceptualize the data migration.
- Picking ideal dates for various important milestones.
- The organization of your GL and chart of accounts.
- Defining roles and expense policies to best facilitate the transition.
- Options for Sage Intacct consultants.
- Other tips to make the process as smooth as possible.

It's a lot to consider. When all is said and done, Sage Intacct should provide you with a highly-engineered solution, replete with smart accounting processes and an easy-to-parse GL.

We hope you find this useful!

The Airbase Services and Support Team

0 - Project Charter and Pre-Planning

We recommend writing a project charter, essentially a brief for your project plan, before tackling the more granular details. It is a document that will inform much of the rest of the process, establishing objectives and stakeholders.

0.1 - Project Charter Creation

0.2 - Goal Setting

0.3 - Budget Setting

0.4 - Define Stakeholders

Note: We've estimated the length of time for certain steps in the process. The actual length of time for any step will vary depending on circumstances.

> Download the accompanying project plan here.

1 - Project Definition and Planning
(Estimated Duration: 5 to 7 days)

Once the migration project is launched, we anticipate that you'll need about a week for concrete planning.

1.1 - Project Objectives and Deliverables
Define objectives and deliverables for the project. This will serve as the starting point for defining project scope.

1.2 - Scope Definition
Clearly outline the scope of the project to prevent or reduce scope creep.

1.3 - Resource Planning
Identify resources who will be involved in the project. Define the key owner for each process area.

1.4 - Communication Plan
Define communication and escalation plans.

1.5 - Risk Management
Identify potential project risks and define ways to mitigate them.

Tip: Sage Intacct has its own implementation team, but there are also Sage Intacct-affiliated implementation partners that can help your company. We highly recommend that you invest some time and effort into evaluating your partners for the migration, perhaps ensuring they understand your accounting needs by running them through some scenarios.

2 - Project Conception and Initiation
(Estimated Duration: 25 to 35 days)

The next step is a deep dive into the structure and processes of your company. It is important, for example, to examine how the finance and accounting team engage with other teams. This is a good opportunity to evaluate the way you've been doing things, chiefly identifying inefficient processes and contemplating how your chart of accounts has been organized. You will want to get inputs from key stakeholders to understand and document how the current processes work. This is also a good opportunity to review the company's system architecture and think about automating existing manual processes. We suggest budgeting about a month for this step.

Towards the end of it, you will have surfaced any need for customizations. This includes both options within Sage Intacct's product — custom fields, PDF layouts, transaction forms, workflows, scripts, etc. — and the possibility of third-party integrations.

2.1 - Structure Analysis

2.1.1 - Company Structure

Subsidiaries/entities, departments (functional departments or teams), classes (sales channels, revenue segments, etc.), locations (warehouses, office locations, locations where most employees are based, etc.).

This is a good opportunity to take a hard look at how the company is structured and if changes need to be made to support the overall goals of the organization.

2.1.2 - Chart of Accounts Structure

Take this opportunity to review the company's chart of accounts and determine whether it still serves its purpose or needs a clean-up.

2.1.3 - Financial Reporting Structure

Figure out the kind of reports the management needs and define how the company's data will be segmented based on that.

2.1.4 - Non-Financial Reporting Structure

2.2 - Process Analysis

2.2.1 - Procurement Process

Understand and document how the current process works and define the current challenges and pain points in the process.

2.2.2 - Sales and Revenue Process

Understand and document how the current process works and define the current challenges and pain points in the process.

2.2.3 - Banking Process

Understand and document how the current process works and define the current challenges and pain points in the process.

2.2.4 - General Ledger Process

Understand and document how the current process works and define the current challenges and pain points in the process.

2.3 - As-Is vs To-Be Process
Based on the challenges and pain points identified, this is a good opportunity to review the company's system architecture. Eliminate redundancies and/or consolidate multiple process areas into a single system.

2.4 - Scope Fit/Gap Analysis
Breakdown the requirements for each process area and determine whether it is in or out of scope based on your process analysis in step 2.2.

2.5 - Requirements Discussion
Dive deeper into the process requirements that are within the project scope.

2.6 - Requirements Documentation
Note your requirements and assemble them in a comprehensive document that scales in size with your plans.

2.7 - Product Fit/Gap Analysis
Exclude out of scope requirements from product fit/gap analysis.

Break down the requirements for each process area and determine whether it can be handled by Sage Intacct without the need for customizations.

2.8 - Product Gap Solution Documentation
If it cannot be handled by Sage Intacct, can it be handled with customizations? And if so, will that be a forced fit that ends up being more costly long-term when compared to looking for another solution/system that integrates with Sage Intacct?

Tip: Maintaining parity between your old GL system and your new GL system (same chart of accounts, same tags, same vendors, etc.) will drastically improve the accuracy of other components linked to the new GL system.

3 - Project Implementation
(Estimated Duration: 45 to 60 days)

After carefully planning this significant endeavor, you'll finally be ready to start the migration. This step is the most variable in length, largely contingent on how much customization you need and how many technical problems crop up, but we estimate it will take about two months. Please note that data cleansing is something that can be started well before the data migration, and, in fact, we recommend it.

3.1 - Sage Intacct System Build

3.1.1 - System Setup and Configuration
This is the actual building of the Sage Intacct system without customizations.

3.1.2 - System Customizations

3.2 - Data Migration Preparation

3.2.1 - Data Migration Plan
Plan when data preparation will start and how data will be migrated into the new system in conjunction with the target go-live date.

3.2.2 - Data Cleansing and Preparation
This should be started as early as possible. There are a lot of unexpected issues that arise in completing this task.

3.3 - Report Creation
This is for any specific reporting requirements that cannot be handled by Sage Intacct's pre-built reports.

3.4 - Admin Training

3.5 - Key Users Training

Key users are the individuals who will be performing the user acceptance testing.

3.6 - User Acceptance Testing

Test various use cases to ensure that all systems, customizations included, behave as expected.

QA is typically conducted by the implementation team.

3.7 - End User Training

3.8 - Data Migration

3.9 - Go Live

Tip: It is highly recommended that you migrate any third-party software integrations during the weekend following the go-live date (or the second weekend following the go-live date if it lands on the first of the month) of your new Sage Intacct GL. This minimizes the risk of disruptions.

4 - Project Performance / Monitoring
(Estimated Duration: Ongoing)

As with any good project plan, we highly recommend that you employ effort and cost tracking from the beginning. This allows you to quickly see, and then adjust accordingly, when scope or certain operations don't adhere to the plan. We'd also encourage you to closely monitor the progress of your implementation as it moves along your timeline. You should be exercising both of these oversights on a regular basis so that you can identify and act upon any issues before they become too large.

Earlier troubleshooting tends to be easier than later troubleshooting. We want to help you avoid any delays and unforeseen costs in your implementation.

4.1 - Monitoring

4.2 - Effort and Cost Tracking

Tip: There are always other resources for help! If you get stuck, want a second opinion, or just have questions about something as significant as migrating to Sage Intacct, there are people who have gone through the experience who would be willing to talk with you. One way to find a network of such people is through **Off the Ledger**, a private Slack channel of over 1,000 finance professionals.

> **Go here for a fillable project plan of this overview.**