September 20th-22nd, 2022

MTech Users Conference

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Food for Thought- Protein to Amino Conversion

MTech Users Conference back when we announced Version 7 release

We Learned.
We Simplified.
We Prepared.
We are Ready.

Welcome to Amino

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Amino Conversion. Revolution in the Business, not just in the Product

- The Project and Support Behind Amino
  - The Global Project Team Structure
  - The Customer Success Approach
  - Customer Support Improvements
  - Automation and Onboarding

- The Conversion Process Unpacked

Amino Customer Experience
Consistent Global Implementation Approach

If you've been in 1 Starbucks around the world,
You've been in them all.

- Consolidating Implementation Teams Around the world
- Establishing Common Standard Implementation Methods
- Taking the best from our global experience and bringing it to all

Amino Focus On Customer Success

Customer success is focused on working proactively in partnership with customers over throughout their time as a customer to help them get more value out of their purchase and share their feedback with you.

It drives the customer experience forward and ensures a successful path into the future.

Hubspot Blog

- Separating the Implementation and Training from the Holistic, longer-term, cyclical approach to the continued Success.
- Developing Master Level Consultants who will monitor and ensure long term Success and eliminate erosion of
- Scheduled and Planned global upgrades. No more falling years behind the current release.

New approach to customer support

- ❑Support Team will have an active role in Customer Success
- ❑New live chat support
- ❑Video standard training and process review
- ❑Constant monitoring of the customer data and usage of the system
- ❑User community forums
- ❑User conference trainings

How do we get you there?

Conversion Steps

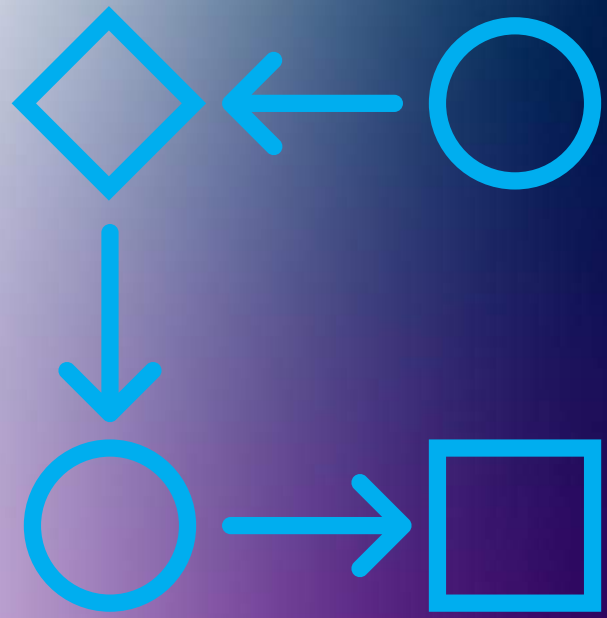
- Review and Audit Current Protein Usage Model
- Convert Custom Code/Settlements
- Convert Database to Amino structure
- Data Audit and Inventory Validation
- End User Navigation and Process Flow Training
- Homework and Final UAT
- Convert Final On-Premise Data to Amino cloud environment
- Go Live

Conversion Timelines Protein to Amino

- Enterprise Projects – 4-6 months end to end
- Business Projects – 2-4
- Small Projects - 1-2 months

Current Process Review and Audit

- Day in Life of a User- Screen by Screen usage review
- Identify Process Improvements from Protein enabled in Amino
- Output and Analysis Review (reports/interfaces)
- Effort and Duration 2-4 hours per module



Convert Custom Code and Settlements

- Concurrent effort to other project activity to achieve custom code compatibility
- Evaluate Refactor opportunities for older custom settlements
- Scoping customer-developed reports/interfaces and other custom for technology improvements or inclusion in on-board custom development
- Effort and Duration depends on specific customer requirements

Convert Database to Amino Structure

- Acquire on-premise data at MTech
- Update Database Structure (FIXDEF)
- Enable Access to Amino cloud environment

- Effort and Duration 2-3 days

Data Audit and Inventory Validation

- Joint effort to validate critical data points – primarily for older v7 databases
- Inventory refactoring review

- Effort and Duration 8-24 hrs

End User Navigation and Process Flow Training

- Introduction to Amino User Experience
- Practice Training following Customer usage model
- Exposing Users to New Training and Support Automation Tools
  - Embedded User Guides
  - Embedded How-to Videos
  - Wizard-style onscreen user guidance

- Effort and Duration 1-3 hours per module

Homework and Final UAT

- Users building confidence through schedule/directed practice and exercises
- On Demand support and training
- Users' approval/sign-off for Go Live
- Effort and Duration 2 weeks-1 month

Convert Final On Premise Data to Amino cloud environment

- Receive last on-premise database at the end of the work week
- Convert and install to the existing Amino cloud environment during the weekend

- Be ready for full users access first thing Monday morning. (pre-determine onsite need)

- Effort and Duration 2-3 days

Go Live

- Users start their Monday morning using Amino
- Constant support to ensure a smooth transition
  - Making sure all users have access to all they need
  - Making sure any business key issue is taken care quick
- Live

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Thanks Gracias 謝謝 ارك ش Danke Спасибо ありがとう Obrigado

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