SATOSHI SYSTEMS

MINERVA

Implementation and Support Strategy

Context

Our typical customer is a commodity trading company, which is based out of a tax favourable location such as Singapore, Dubai or Geneva and is involved in selling agri, metals or energy products. This trading company will have children companies located in several 'origination' countries. Origin countries typically include countries in West or East Africa and S.E Asia, is legally incorporated in the respective country and its primary task is to procure agri commodities from the local farmers or farming cooperative bodies.

Implementation

When one implements an ERP/CTRM system for a commodity trader, it has to be implemented for both the trading centre location and the origin countries at the same time because of the intricate way the origins are linked to the trading centre. Being involved in the global rollout of ERP (SAP, Oracle, JD Edwards) and CTRM systems (TPT, Endur, Murex, JustCommodities etc) across Olam trading centres (Singapore, London, Geneva) and 45 different origins gives us the unique skills to manage this kind of implementation.

Our implementation & support strategy comprises of the following:

1. Working with the trading centre and prepare the blueprint for following activities:
   a. Physical forward sales and purchase contract management
   b. Risk management requiring futures, options and currency derivatives
   c. Generation of back to back contracts with origins basis the sales contracts with customers
   d. All controls exerted by the centre on the origins
   e. All financial consolidation processes across origins and the headquarter
   f. Agreeing on a global process blueprint. This is a key differentiator for Satoshi, where we liaise with the owners of the business and agree with them beforehand the kind of global processes they need in order to a) increase control, b) increase efficiencies and c) increase volumes

2. Working with each of the origin countries now with an objective to:
   a. Understand what variation if any the global process has with respect to the global blueprint

    b. Joint management decision (between origin and HQ) to ensure that the regional variations are kept to absolutely minimum. This is a key step, where we liaise directly with the C suite.

    c. Agree on continue using the origins core accounting system for all statutory accounting reporting. This means that we have to only produce the necessary monthly A/R, A/P and G/L reports from Minerva and hand over to accountants.

    d. Once the above is working fine for a few months and we have a good understanding of the local accounting process, we recommend moving to Minerva's accounting module in phase2. Therefore, accounting will be implemented only at the trading centre location in phase1.

3. Our support strategy comprises of:

    a. Identifying 2 resources at each location to become super users of our system.

    b. These super users are provided extensive system training during the implementation phase/

    c. Post implementation, the superusers become the first responders for any application usage related issues

    d. If the super users can't support or are not available, the users call our offsite support team members. We will use a sophisticated helpdesk system which will route the call to the next available support staff.

    e. All our support staff are highly trained and experienced Business Analyst who are fully capable of providing on the spot support.

    f. In a rare case, if the BA can't provide on-spot support, they create a help-desk ticket which is then allocated to an appropriate 'technical expert' support person.

    g. If we feel that local presence of support staff is required, we will hire resources in the origin country too. The hiring can be done under a new Satoshi legal entity (for example, Satoshi Nigeria Ltd.) or we can partner with a local IT company for this purpose.

    h. We are also open to partner with a local Acumatica partner (for post implementation support) if it is already present in that country.