



 **MULTIPRESS**

business software for printing companies

Project implementation

 **DATALINE**

Brugge (BE) - Limmen (NL) - Würzburg (DE)

**Dataline Solutions nv**

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## 2. Introduction

With Data Line Solutions your project is guided, implemented and supported in a professional way.

- Guided by your personal MultiPress project manager..
- Installation, service and technical support by IT
- Support in the use of MultiPress through in-house Service & Support team
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## 3. Purpose

Training the employees in the general use of MultiPress and supply them with the necessary skills so they can extrapolate to the general internal workings of the company.

## 4. Means and infrastructure

The trainings take place in the classrooms of Data Line Solutions in Bruges (Loppem) or at the customers site. The training area needs to be equipped with:

- Beamer (can be supplied by Data Line Solutions - needs to be informed in advance)
- Every user needs to have a computer (max. 2 persons per computer) with:
  - o Minimum resolution 1240 x 800
  - o Internet connection
  - o Browser (Safari, Firefox or Chrome)

## 5. Road map

### Step 1 - Green papers (Rates and Standards)

Together with the customer the Project Manager goes through the "Green Papers (Rates and Standards)" document to implement the necessary parameterization. The customer needs to prepare the Green Papers as good as possible.

### Step 2 - Installation of the MultiPress software

- ✓ On the server and the workstations (Multi User)

Note: the Operating System needs to be installed and the network needs to be configured by the hardware supplier

### Step 3 - Data-import

- ✓ Import of customers and suppliers
- ✓ Conversion of the old data to the software
- ✓ Import of the data from other systems

### Step 4 - Pre project support

- ✓ Pre project support at the customers site
- ✓ Going through the parameters and inputting them
- ✓ Analysis of the current way of working
- ✓ Establishing the solution models
- ✓ If applicable: link MultiPress to accountancy software
- ✓ If applicable: import paper catalog

### Step 5 - Training

Trainings are given using the trainings matrix (see further). The customer commits to train new employees that does not have a Data Line Solutions training certificate yet.

### Step 6 - Post project support at the customer

- ✓ Project support at the customer
- ✓ Applying the material covered on the basis of its own Rates and Standards and own specific work practices
- ✓ Applying the solution models

### Step 7 - Completion

Evaluation and completion of the project.  
Finalizing outstanding issues

## 6 Training Schedule

### Training contents A - Setup and parameterization

MultiPress is as a house that needs to be equipped with your machines, procedures and rates. Based on a road map and the MultiPress Green Papers your company is equipped within MultiPress. Who are your employees, which user rights do they have, your corporate identity, your machines, your document numbering... everything that distinguishes your company from your colleagues is implemented within MultiPress. Possibly this time can also be used to convert and import your relations within MultiPress.

## Training contents B - Relations and layouts

Using concrete practice examples and realistic exercises the user learns the quickest way to deal with all the possibilities of the CRM module within MultiPress (customers, suppliers, prospects). After this session you can create contact persons, delivery and invoice addresses, price agreements and if you wish you can also start working with the excessive sales information system. Determining your corporate identity and/or altering the MultiPress layouts, correspondence module and base templates are also thought.

## Training contents C - Calculation for beginners

- On the basis of a simple calculation (letterheads, flyer's, brochure) all steps are taught : prepress, printing, finishing, subcontractors (fixed price agreements)
- How to forward a price request to different suppliers
- Searching calculations or save them as a standard
- How to convert a calculation to an order

## Training contents D - Calculation for advanced users

This training is only suited for people that can already create calculations fluidly, but would like to continue on a higher level for printing (multiple signatures, several types of media...) and finishing: saddle stitching, collating, cutting, ...

## Training contents E - Order processing and documentation

How is an order processed and how is an order confirmation, work sheet, delivery form, label, accompanied proof work sheet made?

- How to automatically sent an order confirmation to different suppliers.
- Planning: input of an order, planning projects, "drag and drop" system.
- Invoicing from an order

## Training contents F - Purchase and stock

How are raw materials, purchases and stock managed within MultiPress? Next to this following functionalities are also taught:

- Manage different kinds of paper, envelopes, plates, films, boxes,...
- Stock management: purchase of different paper types or automatically purchase these through the order
- Control of the delivered goods
- Connectivity to different paper suppliers: BuhrmanUbbens, Antalis, Papyrus, Igepa,...

## Training contents G - Time registration

Training MultiPress for people from the prepress, printing and finishing department that needs to registrate.

## Training contents H - Invoicing

Creating a new invoice, eventually with extras.  
Follow up on payments within MultiPress.

## Training contents I - Management and reporting

The report generator offers an infinitely amount of possibilities to create company specific reports and lists.

## 7 Project team

Data Line Solutions Contacts	Customers Contacts
Davy Verstaen Project Manager EMEA davy@dateline.eu +32 50 14 04 52	
Thomas Couvreur & Maarten De Raeymaecker Support Engineers support@dateline.eu +32 50 83 20 02	
Jeffrey Lazou Software Development support@dateline.eu +32 50 83 20 02	
Amke Muyle Project Administrator backoffice@dateline.eu +32 50 83 20 00	

Responsibilities Help desk:

- Log and keep track of support questions an incident report
- Limit recovery times to a minimum
- Complete functional documentation and keep them up to date
- Replying on incidents after a solution has been found

- Create and complete procedures for installation, backup and system requirements
- Complete technical documentation and keep them up to date
- Limit recovery times to a minimum
- Version management

## 8 Trainings matrix

[illegible]