

PROJECT CLOSURE REPORT

Project: SAGE Business Cloud ERP Implementation – Wave 2 (Uyo Branch)

Company: MDY Mart Ventures Ltd

Project Manager: Evidence Omobude

Closure Date: 29 December 2025

1. Project Summary

The Wave 2 implementation of the SAGE Business Cloud ERP system for MDY Mart Ventures Ltd aimed at digitizing and standardizing Finance, Procurement, Sales, and Inventory operations at the Uyo branch. The project successfully went live on **29 December 2025**, meeting its target dates, stabilizing within the hypercare period, and achieving strong process adoption across functional teams.

The project was executed using an agile-hybrid methodology with structured phase gates (Discover, Prepare & Explore, Realize, Deploy, Go-Live & Launch, Evaluate & Closure).

2. Objectives vs Actual Outcomes

2.1 Project Objectives

Based on the Project Charter:

- Implement SAGE ERP for Uyo branch within 8 weeks.
- Achieve 100% migration of approved data objects.
- Train and certify all key and super users.
- Achieve >95% UAT success rate.
- Ensure system uptime of 99.5% post Go-Live.
- Achieve 95% user adoption within 30 days.
- Deliver zero critical defects at Go-Live.

2.2 Actual Outcomes

Objective	Result	Status
Implement within 8 weeks	Delivered as scheduled (Nov 1 – Dec 29, 2025)	Achieved
100% approved data migrated	Data migration met quality thresholds; no major gaps	Achieved
Train & certify key/super users	Training completed; adoption positive	Achieved
UAT Pass Rate >95%	UAT was structured and well executed	Achieved
Zero critical defects at Go-Live	Deployment smooth; no critical issues reported	Achieved
System uptime 99.5%+	No downtime incidents during hypercare	Achieved
User adoption 95%+	Adoption strong; some users needed additional reinforcement	Partially Achieved (minor skill gaps)

Overall Project Performance:

The project **met or exceeded all major objectives**, with only minor gaps related to user competency and client engagement in earlier phases.

3. Key Achievements

3.1 What Went Well

(From Lessons Learned Summary)

- Strong teamwork and cross-functional collaboration.
- Clear roles and effective communication across teams.
- Well-structured training program; users found materials helpful.
- Highly organized UAT and smooth deployment execution.
- Helpful documentation enabled quick onboarding and system use.
- No critical defects at Go-Live—system stability was excellent.

3.2 Business Benefits Realized

- Standardized business processes across Uyo operations.
- Improved visibility into inventory, finance, and procurement data.
- Reduced manual errors and increased operational efficiency.
- Strengthened foundation for expansion to new branches and international locations.
- Enhanced real-time reporting for decision-making.

4. Challenges Encountered

4.1. Operational Challenges

- **Tight project timelines created time pressure for teams.**
Limited time increased stress and reduced flexibility for task completion.
- **Presenter/consultant scheduling conflicts caused minor delays.**
Unavailable resources led to small disruptions in planned activities.
- **Power and internet issues affected remote collaboration with the team Member.**
Connectivity problems slowed communication and work progress.

4.2 Stakeholder / Requirements Challenges

- **Client engagement gaps during training slowed knowledge transfer.**
Low participation reduced the effectiveness of training sessions.
- **Documentation preparation consumed additional project time.**
Extra time was needed to create and review project documents.

These issues did not prevent successful Go-Live but highlighted improvement areas for future waves.

5. Lessons Learned

5.1 Process Improvements

- **Set more realistic timelines to reduce pressure on team members.**
Allow enough time to complete tasks without overworking the team or lowering quality.

Responsible: Project Manager

(Owns project planning and scheduling)

- **Conduct stronger needs assessments during project initiation** to clearly understand and validate client requirements early, reducing misunderstandings, scope changes, and rework later in the project lifecycle.

Responsible: Business Analyst / Project Manager

(Leads requirements gathering, validation, and stakeholder alignment)

- **Enforce earlier scope freeze to avoid late requirement changes.**
Lock project scope sooner to prevent delays caused by last-minute changes.

Responsible: Project Manager

(Controls scope and change management)

5.2 Team & Training Improvements

- **Confirm presenter/consultant availability earlier.**
Ensure key resources are available in advance to avoid scheduling issues.

Responsible: Project Manager / Resource Manager

(Manages resource planning and allocation)

- **Increase documentation review cycles for quality assurance.**
Review documents multiple times to catch errors and improve accuracy.

Responsible: Quality Assurance Lead / Project Manager

(Ensures documentation standards and reviews)

- **Implement more 1-on-1 check-ins to support team members.**
Hold regular individual meetings to address concerns and provide guidance.

Responsible: Project Manager / Team Lead

(Provides team support and performance oversight)

- **Ensure full client participation in training sessions through structured attendance tracking.**
Track attendance to confirm all required participants attending training sessions.

Responsible: Training Coordinator / Project Manager

(Manages training execution and attendance tracking)

6. Risk Review

6.1 Risks Encountered

Some risks materialized partially:

- Power/internet issues (remote infrastructure risk).
- Late requirement additions (scope creep/requirements risks).
- Client training disengagement.

6.2 Risks Successfully Mitigated

- No major data migration issues after thorough dry runs.
- No major system integration or infrastructure issues.
- Change management succeeded in maintaining user adoption momentum.

7. Deliverables Finalization

All deliverables outlined in the Project Charter were completed, including:

- Fit-to-Standard outcomes, configuration, test scripts
- Training curriculum & materials
- Data migration scripts and validated datasets
- UAT sign-off documentation
- Cutover plan & Go-Live readiness
- Hypercare reports
- Lessons learned documentation
- Final Project Closure Report for archive

8. Post-Implementation Performance

8.1 System Stability

- System uptime remained above 99.5%.
- No critical defects or business-blocking issues were observed during the hypercare period.

8.2 User Adoption

- High adoption across Finance, Sales, Procurement, and Inventory.
- Some users required additional coaching, which was provided during hypercare.

8.3 Support Transition

- Hypercare was completed successfully.
- Support transitioned to internal IT and SAGE support partners.

9. Final Sign-Off Recommendation

The project has met its stated objectives, delivered the agreed scope, and achieved a stable operational environment. All deliverables have been completed and validated.

Recommendation:

The project has successfully achieved its approved objectives, delivered the agreed scope, and established a stable operational environment. All planned deliverables have been completed, validated, and transitioned to operational support.

Based on the outcomes achieved, the SAGE Business Cloud ERP Wave 2 (Uyo Branch) implementation is recommended for formal closure and is considered successfully completed.

10. Approval Signatures

The project was formally approved and accepted by the Project Sponsor, Project Board, Finance Leadership, and Implementation Team following successful completion of project objectives, UAT sign-off, Go-Live activities, and operational handover.

Approval Status: Approved

Project Closure Date: 29 December 2025