Post-Go-Live Support and Hypercare for ERP Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The success of an ERP implementation is not solely defined by deployment but by the effective management of Post-Go-Live Support and Hypercare. Post-Go-Live Support and Hypercare for ERP Training Course equips participants with advanced strategies to ensure system stability, operational continuity, and user adoption in the critical post-deployment phase. Participants will gain hands-on experience in issue resolution, root cause analysis, and performance monitoring, transforming ERP adoption from a technical implementation to a strategic business advantage.

In today's fast-paced digital landscape, ERP systems are the backbone of organizational efficiency. Proper hypercare ensures minimal disruption, rapid incident resolution, and optimized user experience, enabling businesses to realize ROI faster. This course emphasizes practical scenarios, real-world case studies, and best practices, empowering learners to become proactive ERP support leaders and champions of business process excellence.

Programme Curriculum

Post-Go-Live Support and Hypercare for ERP Training Course

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Implement effective Post-Go-Live Support frameworks for ERP systems.
2. Master Hypercare strategies to ensure seamless user adoption.
3. Execute incident management and resolution techniques efficiently.
4. Conduct root cause analysis to prevent recurring issues.
5. Monitor ERP system performance and health in real-time.
6. Design and deliver user support and knowledge management plans.
7. Leverage analytics and reporting tools for post-go-live insights.
8. Optimize business process continuity during critical transitions.
9. Apply change management principles to enhance ERP adoption.
10. Integrate best practices from industry-leading ERP implementations.
11. Build cross-functional collaboration for effective support.
12. Use troubleshooting frameworks and escalation procedures efficiently.
13. Develop continuous improvement initiatives to enhance ERP performance.

Target Audience

1. ERP Support Specialists
2. Business Analysts
3. IT Managers
4. ERP Project Managers
5. Functional Consultants
6. System Administrators
7. Operations Managers
8. Change Management Professionals

Course Modules

Module 1: Introduction to Post-Go-Live Support & Hypercare

- Importance of Hypercare in ERP success
- Defining post-go-live support structures
- Key performance indicators for support
- Best practices from industry case studies
- Case study: Common challenges and mitigation strategies

Module 2: Incident Management & Troubleshooting

- Logging and categorizing ERP incidents

- Incident prioritization and SLA management
- Using ITSM tools for ERP support
- Root cause analysis techniques
- Case study: Rapid resolution in a global ERP rollout

Module 3: User Adoption & Support Management

- Designing effective support channels
- Knowledge base creation and maintenance
- Training end-users during Hypercare
- Change adoption strategies
- Case study: Boosting user adoption post-ERP Go-Live

Module 4: Monitoring ERP Performance

- Real-time system monitoring tools
- Identifying performance bottlenecks
- Automated alerts and dashboards
- Reporting for management and stakeholders
- Case study: Performance optimization in a manufacturing ERP

Module 5: Root Cause Analysis & Problem Solving

- RCA methodologies
- Tracking recurring issues
- Collaboration with functional and technical teams
- Preventive measures and continuous improvement
- Case study: Reducing repeat incidents in an ERP finance module

Module 6: Change & Knowledge Management

- Documenting process changes
- Updating SOPs post-implementation
- User feedback collection and analysis
- Best practices in knowledge transfer
- Case study: Enhancing organizational learning in ERP support

Module 7: Analytics & Reporting for Hypercare

- Key metrics for post-go-live evaluation
- ERP reporting tools and dashboards
- Using data for proactive support
- Trend analysis for decision-making
- Case study: Analytics-driven support in a retail ERP environment

Module 8: Continuous Improvement & Best Practices

- Identifying process improvement opportunities
- Benchmarking ERP support performance
- Integrating lessons learned into ERP strategy
- Collaboration for process optimization
- Case study: Sustaining ERP excellence in a multinational enterprise

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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