

# Allegro FAQ's

## 1. What is Allegro?

Allegro is a new Enterprise Resource Planning (ERP) system that we are implementing to streamline our operations. Allegro will be supported by many interconnected systems, namely a cloud-based program called Oracle. It integrates various functions like inventory management, accounting, and payroll into a single platform to make our processes more efficient.

## 2. Why are we switching to Allegro?

We are adopting Allegro to improve efficiency, reduce manual tasks, and provide everyone with quicker access to the information they need. This change will help us serve our customers better and make your day-to-day tasks easier.

## 3. What roles will be impacted?

The first changes will impact largely our Finance team. Outside of the Finance team, you may notice reports and how you receive information may look different. As we progress through the changes, all roles will notice changes in our processes. Some roles will only need to be informed of new ways of doing things while others, like our below-wing team, will be more involved.

## 4. How will Allegro affect my daily work?

You will see changes in how you access and input data. Tasks that required multiple steps or different systems will become more straightforward. Training will be provided to ensure you are comfortable with the new system.

## 5. What training will be provided for Allegro?

We will offer training sessions that include firsthand practice and instructional guides. Training will be tailored to distinct roles and departments to ensure that you receive relevant information.

## 6. Will I have access to support if I encounter issues with the new system?

Absolutely. We will have a dedicated support team ready to help you with any issues you encounter with Allegro. Support will be available through multiple channels including direct help desks, support teams and online resources.

# Allegro FAQ's

## 7. When will the new system go live?

Allegro will be implemented in various phases. The first 'go live' with Finance will happen in the second half of 2024. Many changes happening in the Airports will begin around the same time, starting with preparations for Supply Chain Management (Warehouse) go-live. Airports will have staggered go-live dates starting in the fall so that each airport is effectively supported.

## 8. What current tools and systems will this impact?

Initially, the Finance side of Allegro will replace Great Plains and Concur. During the airport rollout, this will replace Crunchtime and provide a system for processes that are largely manual today. Once complete Allegro will reduce our reliance on various Excel spreadsheets because Allegro will offer dashboards and simple reporting.

## 9. How will Allegro improve our services?

Allegro is designed to reduce mundane, repetitive tasks that take our time away from our guests. If we can optimize our business processes, that means more time for quicker responses to customer inquiries, faster resolution of issues, and overall improved customer satisfaction.

## 10. Will there be any periods when systems won't be accessible during the transition to Allegro?

We are planning the transition carefully to minimize downtime. You will receive notifications in advance of any expected disruptions to ensure you can plan your work accordingly.

**Have a different question?** Click here to ask [Allegro Answers.](#)

Ask questions, leave a comment, or address concerns. Our goal is to help streamline communication, ensuring timely and efficient resolution of inquiries while maintaining a high level of transparency!

