

Cincom Manufacturing Business Solutions

Lean Enterprise Solutions to Accelerate Operational Excellence



Accelerate Operational Excellence with ... Cincom Solutions

Quote-to-Order Management

Enterprise Management

Demand Management

**Enterprise Compliance and
Quality Management**

Enterprise Performance Management

Financial Management

Program Management

Service Lifecycle Management

Business Process Management (BPM)

Enterprise Application Integration (EAI)

As defined, operational excellence is working to produce high-quality products that meet the customer's price, delivery terms and specifications – at the lowest possible cost, using the most efficient business processes and yielding maximum profit.

Cincom helps organizations realize operational excellence. We'll work with you to analyze and perform a complete assessment of where improvements can be made in products, processes and technologies throughout your enterprise. Cincom can help you accelerate operational excellence by addressing three primary challenges:

1. Elimination of waste
2. Integration of business systems
3. Automation of business processes

Operational excellence is a hard-won achievement in complex manufacturing. But in today's competitive global economy, it is also imperative for ongoing efficiency and rapid return on investment.

Visit our website at erp.cincom.com

The Cincom Manufacturing Business Solutions Portfolio

Quote-to-Order Management

How do I drive costs out while expanding and accelerating our sales cycles?

Cincom Quote-to-Order Solutions streamline business processes by automating quotes, pricing and product configurations as well as fulfillment. Thus they help in attracting, selling to, and servicing customers across both indirect and direct channels

The ability to turn quotes into sales is what distinguishes the industry leaders from the competition. The close rates on quotes range dramatically between industries, yet all successful quoting systems share common attributes. Cincom Quote-to-Order Solutions deliver best-practice levels of performance in the inquiry-to-order process for complex manufacturing. At the heart of this process is quoting, and in this area, Cincom Quotation Management delivers solid value to leading manufacturers.



Quotation Management Benefits and Opportunities:

- Improving the quote-to-close ratio for manufacturers of complex products.
- Trimming weeks off the time required to develop quotes for manufacturers of complex products.
- Integrating quoting systems that report back Available-to-Promise (ATP), Cincom Quotation Management provides this key measure from supply-chain systems that define when a customized, complex product can be delivered.
- Increasing the accuracy of orders, Cincom Quotation Management automates the process and saves thousands of dollars in rework and rejected orders.

"We were able to reduce order processing time from two days to two minutes while reducing order errors by more than 50%."

– Greenheck Fan

Enterprise Management

A solid ERP foundation:

Order Management

Customer Order Processing
Shipping
Invoicing

Product Engineering

Configuration Management
Document Management
Design Engineering
Process Engineering
Revision Management
Engineering Change Management

Operations

Master Scheduling
Capacity Planning
Production Control
Material Management
Materials Planning
Manufacturing Execution

Procurement

Supplier Sourcing
Requisitioning
Quotations
Purchase Order Processing
Receiving and Inspection
Payment Authorization

Accounting

Production Accounting
Inventory Accounting
Cost Accounting

"The flexibility and openness of Cincom's ERP software has served as an enabling component for implementing Flow Manufacturing in our configured-to-order environment."

– The Trane Company

How can I eliminate inefficient "swivel-chair integration" of our manufacturing business processes?

Cincom provides a comprehensive portfolio of business applications, designed to support each core discipline and process of your manufacturing enterprise including: business planning, business acquisition, order management, engineering, procurement, manufacturing, costing, financial accounting, and customer service.

Enterprise Business Foundation Benefits and Opportunities:

- Improve enterprise effectiveness through a single, integrated system of record for manufacturing, finance and all other operational entities.
- Receive economies of scale through more effective MRP planning and scheduling.
- Increase product accuracy and quality through improved documentation and configuration management capabilities.
- Support the entire customer value chain, from business acquisition through delivery.

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Demand Management

I feel like I am disillusioning and ultimately losing customers by guessing promise dates.

How can I say "yes" and mean it?

Demand Management is designed to help meet the challenges of complex manufacturers who want to work in a flow-manufacturing environment. Now you can meet these unique challenges head-on by providing the tools that will drive the ultimate in customer satisfaction. Becoming highly responsive to customer needs requires an environment that is agile, flexible and focused on speed of response.

Demand Management Benefits and Opportunities:

- Improve response to customers.
- Manufacture products on-demand rather than to a forecast.
- Eliminate wasteful steps and shorten the demand-driven planning cycle.
- Change to a pull-replenishment model for reduced inventory and JIT agility.

Enterprise Compliance and Quality Management

How can I guarantee that the quality initiatives I've set are being implemented throughout the organization?

To stay in business, remain competitive and avoid punitive action, organizations must now understand, accept and deliver quality and compliance at levels that satisfy the customer as well as government and regulatory commissions. Attention to Quality and Compliance issues results in renewed emphasis on auditing processes that translate into improved revenue, profits and customer satisfaction. Cincom helps manufacturers achieve these objectives by delivering a fully integrated suite of Enterprise Compliance and Quality Management solutions that resolve issues quickly and prevent recurrence ensuring compliance with industry and regulatory requirements.

Cincom Compliance Management Powered by Pilgrim SmartSolve

- Cincom Audit Management
- Cincom Non-Conformance/Corrective Action Management
- Cincom Training Management
- Cincom Document Lifecycle Management

Cincom Quality Management Powered by Pilgrim QMIS

- Cincom Internal Quality Management
- Cincom Supplier Quality Management
- Cincom Maintenance Management
- Cincom Calibration Management

"We have always defined our success by the success of our customers."

– Thomas M. Nies
CEO Cincom



Enterprise Performance Management

On a daily basis, how can I determine how well my business is doing or not doing?

Enterprise Performance Management harnesses your organization's data to determine answers to critical business questions. Access information locked within your enterprise systems, and have the analytical capabilities needed to examine the data from many different points of view for faster, more informed business decisions. Now key decision-makers can view and fully understand information in a high-visualization format. Information can be integrated with enterprise data for a complete, "big-picture" view to share with suppliers, customers and business partners for real-time decision-making.

Enterprise Performance Management Benefits and Opportunities:

- Improve your company's planning by using comprehensive and accurate information.
- Eliminate waste and increase productivity by continuously monitoring performance.
- Implement continuous improvement by understanding the details behind results.

Integrated Enterprise Analytics

The Cincom Enterprise Performance Management solution offers integrated enterprise analytics that include:

- Customizable reports that are precisely aligned with the needs of individual business units
- Performance indicators
- Connections with underlying data sources from the Enterprise Management system

Financial Management

How can I get real-time access to my organization's most current financial information?

Financial Management delivers immediate access to current financial information, and offers fingertip "browse and drill-down" capabilities. Keep current on your general ledger, customer and supplier invoices, fixed assets, credit and costs. Isolate problems where they actually exist with a fully integrated Financial Management system that gathers data across the entire organization or multiple organizations. Now you can slice and dice information that is current, summarized, and most importantly, accurate, in order to make decisions on the fly. Close your books promptly and issue reports accurately using the latest technology available today.

Financial Management Benefits and Opportunities:

- Manage both Standard-Cost and Actual-Cost methods based on your business requirements. Our Financial Management solutions enable you to view and analyze your cost breakdown of an item by cost element for a specific project, which provides you with the detail to analyze potential cost improvements.
- Rapidly access information that will allow you to drill from the top of your balance sheet down to the project details. As your business changes, Cincom's Financial Management solutions adapt to your needs. View your accounts receivables by customer or by project, and provide for the support to view variances by project.
- Use Cincom Financial Management solutions to manage the state of your overall business, to measure profitability, profit margins, and schedules under budget.

Program Management

How can I effectively manage cost analysis for our large-scale projects?

Program Management effectively monitors a program from the initial planning and budgeting stages through to completion in terms of resources, costs and estimates to completion. This integrated Program Management solution offers the ability to manage manufacturing in a program or contract-oriented environment, to support work breakdown structures and MRP by project. It includes program management, project cost control, bidding and estimating, progress billing, revenue recognition, burden on burden and regulatory document support, allowing your organization to focus on the big picture – the accumulation of costs from many sources in support of optimum profit.

Program Planning Benefits and Opportunities:

- Improve cost and schedule compliance, and mitigate risk via better program planning.
- Reduce budget overruns through leveraging past histories, contracts, orders and more.
- Use program planning to better forecast labor and material needs for all projects.
- Increase fulfillment accuracy to contract and project requirements.



Service Lifecycle Management

How can I realize the potential of our aftermarket business?

Service Lifecycle Management addresses the unique requirements of Original Equipment Manufacturers (OEMs). Cincom's Service Lifecycle Management enables you to take care of your customers' service needs, while creating another potential profit center for your business. Asset management capabilities provide storage for all part configurations and histories, simplifying warranty record keeping. With provisioning and list quoting capabilities, Cincom's solution helps you forecast needs and develop schedules for skilled workers, process machine time and streamline delivery of spare parts – all with greater efficiency.

- Effortlessly comply to the complex safety and liability issues.
- Quickly document and schedule activities.
- Respond to the unpredictable conditions that are inherent to the aftermarket environment.
- Boost profits and accountability of repair/overhaul, remanufacturing, field-service and service-parts operations.
- Track parts and assemblies – as designed, as planned, as built and as maintained.
- Integrate systems for critical, profit-sensitive decision-making.

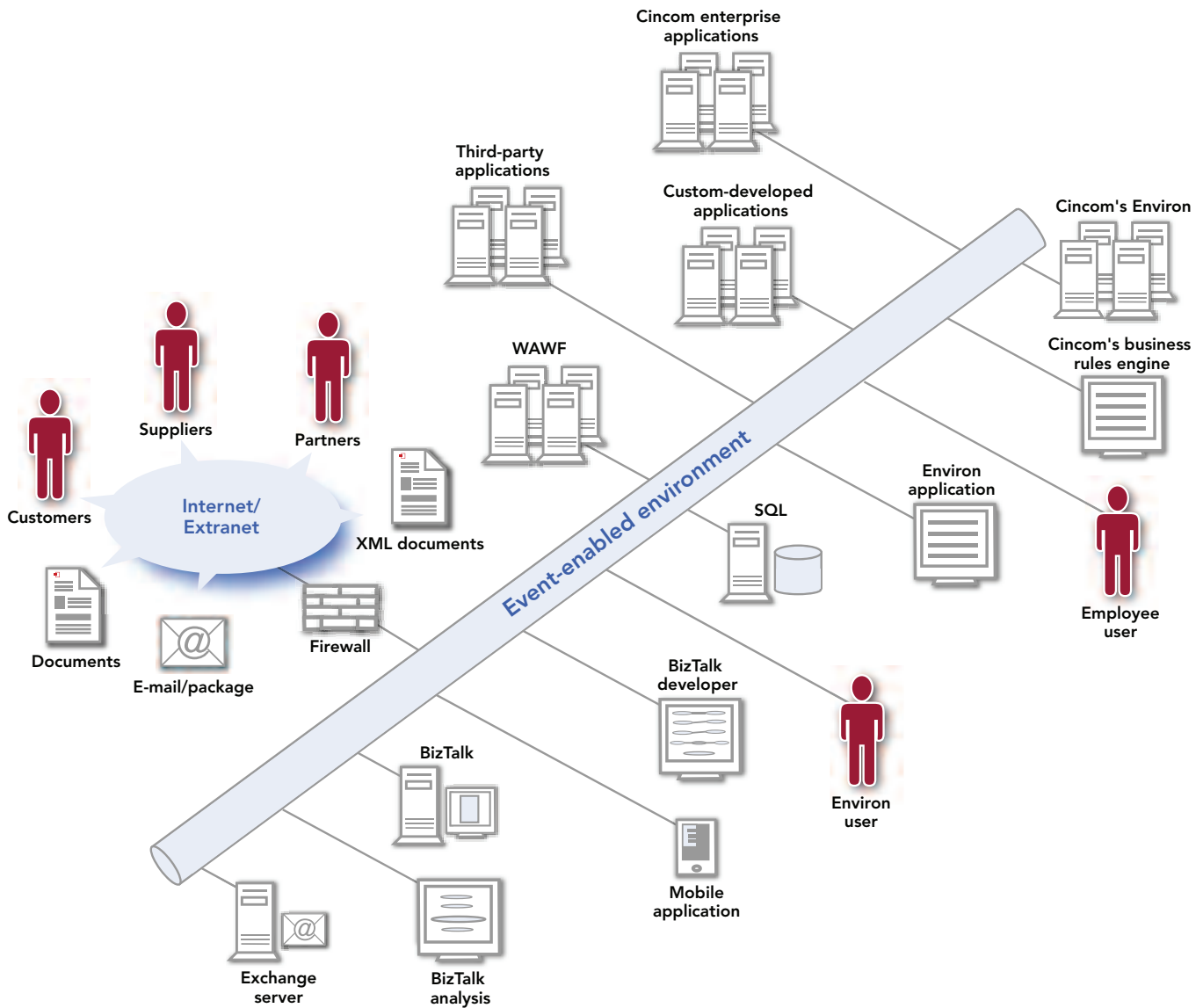
Business Process Management and Enterprise Application Integration

Cincom Environ™ Leverages Your Existing and Future Technology Investments

Environ supports all Cincom Manufacturing Business Solutions, driving proactive communications in your manufacturing environment. Cincom understands that complex manufacturers typically have business processes that require a diverse set of process participants. Environ coupled with Microsoft BizTalk provides the enabling technologies to manage business-process optimization and integrate diverse applications. It facilitates and orchestrates real-time communication between internal employees, external suppliers, customers and other partner participants. Environ automates business-process procedures allowing data and information to be seamlessly exchanged. The removal of these manual or non-value-added steps, and the elimination of so called "swivel-chair integration" coupled with the incorporation of decision-making metrics, produce real competitive advantage.



Environ – The Cincom Manufacturing Business Solutions Technology Foundation



Cincom's Environ coupled with Microsoft BizTalk provides the enabling technologies to manage business-process orchestrations that include diverse applications as well as internal employees, external suppliers, customers and other partner participants. This event-enabled environment supports all of a company's Business Process Automation (BPA) and Enterprise Application Integration (EAI) needs. This integration framework uses standard XML schemas and a "publish and subscribe" model to integrate and communicate with any existing or new system.

Cincom Professional Services and Cincom Customer Care

Don't let the thought of a new implementation send shock waves through your business ... Cincom has the best implementation success track record in the manufacturing software industry!

Commitment, Commitment, Commitment

Cincom's Professional Services in combination with Cincom's Customer Care team provide a full-service organization, dedicated to your success. The professionals in these groups come from businesses and environments just like yours, and are some of the best and brightest professionals in the industry. They have on average 15 to 25 years of business and technical experience. They come from backgrounds working as controllers and materials managers, planners and buyers. They know Cincom software and how to use it. We can honestly say "they have been where you are or where you are going" and their experiences will help make your job easier. Our people are all seasoned professionals who have deep knowledge of our products.

Satisfied customers who have migrated with us from mainframe applications through client server to the real-time world of the internet, support Cincom's proven record of accomplishment and low risk. Our solutions continue to deliver efficient implementation for rapid ROI at the enterprise or plant level. Cincom implementations range in cost from .6 to 1.35 times the software cost vs. 1.5 to 2 times for many of our competitors. Our domain expertise means robust solutions and a knowledgeable implementation due to an in-depth understanding of your unique business processes.



"... After seeing numerous of these implementations, one element of this one seems clear to me. Cincom has staff that sincerely cares about their clients."

– Milton L. Cummings
ERP Project Manager, Litton EOS



Take advantage of our experience.

To serve your manufacturing needs, contact Cincom today.

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About Cincom

For nearly 40 years, Cincom's software and services have helped thousands of clients worldwide simplify the management of complex business processes. Cincom specializes in the areas of business where simplification brings the greatest value to managers who want to grow revenue, control costs, minimize risk and achieve rapid ROI better than their competitors. Cincom serves thousands of clients on six continents.

For more information about Cincom's products and services, contact Cincom at 1-800-2CINCOM (USA only), send an e-mail to info@cincom.com, or visit the company's website at www.cincom.com.

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FORM CM030210-1 7/11

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