

Problem

A recent study conducted by Panorama Consulting Group, an independent ERP consulting firm in Denver, Colorado, found that:

- 93% of ERP implementations take longer than expected.
- Nearly two out of three (59%) implementations cost more than initially assumed.
- Only 13% of those surveyed characterized themselves as very satisfied with their company's software implementation.

Bottom line: The Panorama study shows that ERP implementations in general have a reputation for failure.

Solution

The CMBS Implementation Methodology enables you to successfully implement Cincom® CONTROL:2010™. In fact, Cincom's implementation team has provided its CONTROL customers with zero failed implementations.

This three-step process leverages Cincom's implementation expertise and best practices and also incorporates your unique culture and operating/business environment to meet your specific needs.

- Step 1. "In" – Get the new solution installed
- Step 2. "Up" – Get the new solution in production
- Step 3. "Evolve" – Implement process improvements

This three-step process combines the best of Cincom and client expertise, enabling you to maximize the benefits of your new CONTROL:2010 software solution.

CMBS "In, Up and Evolve" Implementation Methodology

Maximize the benefits of your Cincom® CONTROL™ software solution

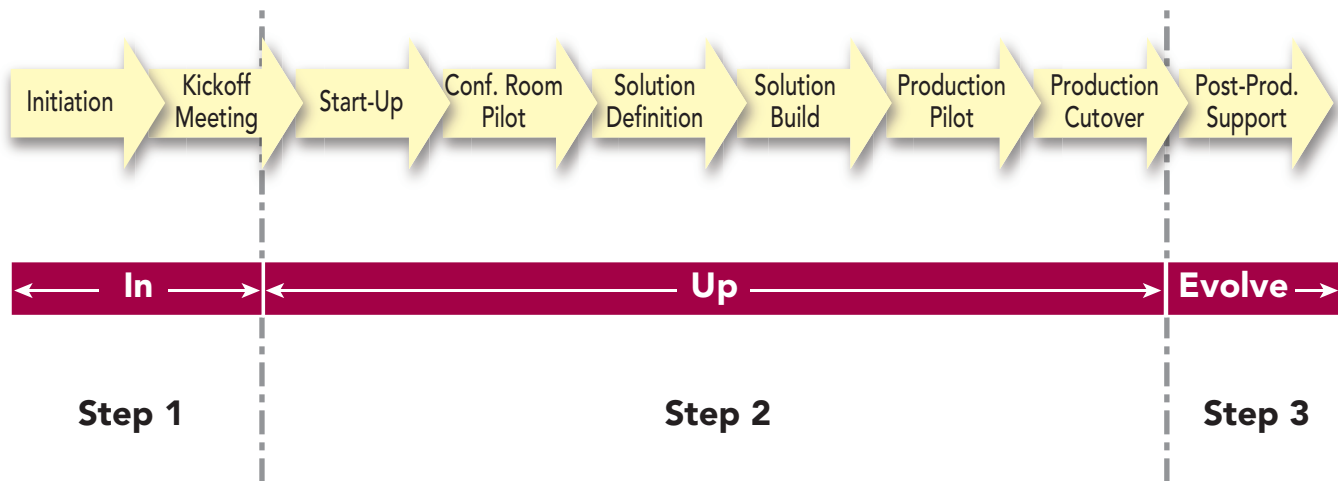


Cincom's "In, Up and Evolve" Implementation Methodology is a highly structured, consultative methodology that enables you to maximize the benefits of your CONTROL implementations and accelerate your return on investment.

The benefits of this implementation approach are many, including reduced risk, more efficient business processes and a well-defined plan for future improvements.

Three-Step, Nine-Milestone Process

The Cincom "In, Up and Evolve" process consists of three steps with nine defined milestones that guide the project team simply and effectively through each step of the implementation process.



Three Steps

"In" – Get the new solution installed

The first step, "In," consists of getting the solution up and functioning. This usually happens within the first few days of implementation.

"Up" – Get the new solution in production

"Up," the second step, entails getting the solution up and running to where you are using it in production. Typically, the base plan is a few months, but is altered based upon your specific culture.

"Evolve" – Implement process improvements

The last step, "Evolve," is what takes place once you get the solution up and running and start seeing a return on your initial investment.

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Nine Distinct Milestones

Milestone 1 – Project Initiation

Identify project participants, develop project definition and set up reporting processes.

Milestone 2 – Project Kickoff Meeting

Finalize the governing body for the project and review the project charter and initial project plan.

Milestone 3 – Project Startup

Install a core operational CONTROL solution and identify existing business processes.

Milestone 4 – Conference Room Pilot

Project team exercises the solution to identify business-process "gaps."

Milestone 5 – Solution Definition

Project team and business team members resolve open gaps.

Milestone 6 – Solution Build

Project team and business team members close all the gaps.

Milestone 7 – Production Pilot

Exercise the solution as defined and validate that the solution is "production ready."

Milestone 8 – Production Cutover

Put the new solution into production.

Milestone 9 – Post-Production

Cincom provides system administration and first-week "Go Live" application support plus the first month-end closing cycle support.