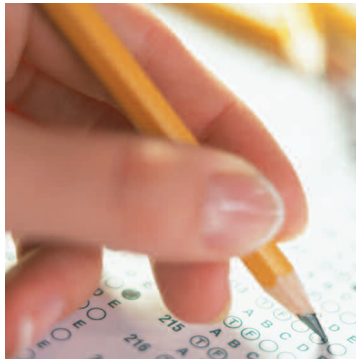


Transform Front-Office Processes with 40 Years of Proven Success

Transformation, Transition and Implementation Services



Get on the Road to Improving Front-Office Processes ... and Your Bottom Line!

Providers of complex products and services agree; accuracy and timeliness in quoting and configuring products through direct and indirect channels is critical. Manual processes, spreadsheets, catalogs, and historical quotes are often the only avenues available. According to AMR Research, "Depending on the complexity of the products and variables, this (these methods) can result in anywhere from a 20% to 80% error rate in customer quotes." These error rates slow the sales process and are not acceptable in competitive markets.

Reducing Risk, with the Right Solution

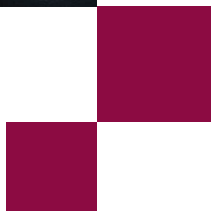
Most research firms like Gartner and AMR concur that 70%-80% of a channel partner's business will go to the company that is easiest to buy from. So, implementing an easy-to-use quoting or configuration solution becomes even more critical to improved revenue. Many enterprise application providers try to meet this demand by including quoting capabilities within their solutions. But according to AMR Research, "Despite improved sales configuration modules included in enterprise application suites, specialty vendors are more often the better fit for companies selling specialized, configurable products."

Cincom Acquire™ Guided Selling and Product Configurator software creates a competitive advantage with easy integration into existing enterprise applications. The Cincom Acquire Guided Selling and Product Configurator solves issues inherent in business processes related to the quoting and selling of complex products and services. Built on a complete, enterprise-strength modeling environment, this solution allows "knowledge-based" applications to be developed and deployed rapidly and accurately. Cincom offers a quote-to-order solution, but realizes that there is often much more involved than just implementation.

Cincom clients make frequent requests for a review of their front-office business and technology landscape. Implementing solutions in a piecemeal fashion will not satisfy the goal of achieving best practices. A full understanding of the implications affecting processes, organizational alignment and product rationalization provides a better backdrop for achieving success.



Most research firms like Gartner and AMR concur, that 70%-80% of a channel partner's business will go to the company that is easiest to buy from.



The Cincom 3-step project approach ensures that your investments are aligned with the goals of the business prior to moving forward.

Stop! Determine where you are going.

Transformation Planning

If your organization does not have a front-office strategy in place, it is essential that a roadmap be established. Cincom can help you to define, prioritize, and justify the initiatives required for business transformation. The focus of the Transformation Plan is to define what initiatives are required to transform the quote-to-order process. The roadmap will include process, infrastructure, and automation initiatives.

Description	Objectives
<p>The Transformation Planning Workshop is designed to help a company make a smooth transition from manual to automated processes.</p> <p>The goal of the Front-Office Transformation Plan will be to define a cohesive strategy, establish the organizational alignment required to streamline processes and sales tools across the client's enterprise, and create a roadmap to implementation.</p>	<ul style="list-style-type: none"> • Document as-is front-office process • Define goals and objectives of the business as affected by the front-office process • Identify issues/gaps in the existing quote-to-order and order-to-build processes • Benchmark front-office processes relative to best practices relative to other complex manufacturers (using Cincom front-office Maturity Model) • Understand existing technology landscape (systems and tools) that support the quote-to-order process • Define and prioritize the initiatives required to achieve business transformation in the front-office process • Document 12- to 18-month initiative roadmap

Proceed with caution. Map the course to get there.

Transition Planning

If you currently have a front-office strategy in place but do not have an execution plan, Cincom can help. With more than 10 years of experience automating the front-office process in a variety of environments, Cincom understands the opportunities and risks involved. The focus of the Transition Plan is to define how to transition from the current to desired state while ensuring optimum value, low risk, and rapid ROI.

Description	Objectives
<p>The Transition Planning Workshop is designed for companies that have a front-office strategy in place but do not have an execution plan.</p> <p>The goal of the Transition Plan is to determine project feasibility, establish a comprehensive project plan, and mitigate risk prior to implementation.</p>	<ul style="list-style-type: none"> • Define project feasibility—i.e., project justification including time, cost, and ROI • Define comprehensive project plan including: <ol style="list-style-type: none"> 1. Charter 2. Phase Plan 3. Task Plan (resources and deliverables) 4. Organization 5. Training 6. Review and Reporting 7. Documentation 8. Testing and Acceptance 9. Change Control 10. Risk Mitigation • RFQ Development (optional)

Go! Get on the highway! Full speed ahead!

Implementation Services

Tailored to your specific project needs, and for the organized company that wants to take strong project ownership, Cincom delivers training, design, mentoring, and support services. Additionally, Cincom is able to provide resource augmentation or, if required, turnkey project delivery with project management.

Description	Objectives
<p>Implementation Services are tailored to your specific project needs ranging from training and support and resource augmentation to turnkey project delivery.</p>	<ul style="list-style-type: none"> • Product Training • Project Planning and Design • Project Execution <ul style="list-style-type: none"> - Mentoring/Consulting to Support Customer Implementation - Supplemental Staff - Turnkey Projects - Project Management • Application Hosting Services



Should you stop, proceed with caution,
or go ahead full speed?

Transformation Planning

- Gap Analysis
- Competitive Benchmarks
- 12- to 18- Month Front-Office Roadmap

Do you know
where you are
going?

Transition Planning

- Feasibility Studies
- Project Management and Planning
- Proof of Concepts

Do you have
a plan to get
there?

Implementation

- Product Training
- Project Planning and Design
- Project Execution
 - Mentoring/Consulting to Support Customer Implementation
 - Supplemental Staff
 - Turnkey Projects

Can you
execute
the plan?

About Cincom

Cincom and its partners deliver and support innovative software and services to simplify complex business processes. Cincom Acquire simplifies complex selling by delivering critical product, pricing and process knowledge to the point of sale. For 40 years, Cincom has empowered thousands of clients worldwide to transform their businesses and outperform the competition by providing ways to increase revenue, control cost, minimize risk, and achieve rapid ROI. Cincom serves clients on six continents including American Power Conversion, Air Products, BMW, Boeing, Ericsson, Rolls-Royce, Rockwell Automation, and Siemens. For more information and additional resources, contact Cincom at 1-800-224-6266 (USA only), send an email to acquire@cincom.com, or visit the company's website at www.cincomacquire.com.

Cincom, the Quadrant Logo, Cincom Acquire, and Simplification Through Innovation are trademarks or registered trademarks of Cincom Systems, Inc. All other trademarks belong to their respective companies.

© 2006, 2008, 2009 Cincom Systems, Inc.
FORM CM060711-1 03/09
Printed in U.S.A.
All Rights Reserved

World Headquarters • Cincinnati, OH USA
US 1-800-2CINCOM (1-800-224-6266) • International 1-513-612-2769
Fax 1-513-612-2000 • E-mail info@cincom.com • <http://www.cincom.com>



Learn more at:
www.cincomacquire.com

