

ENCOMPPIX SERVICES AND SUPPORT

You need more than hardware and software to succeed.



A successful business system implementation takes more than computer hardware and software installation. It takes people.

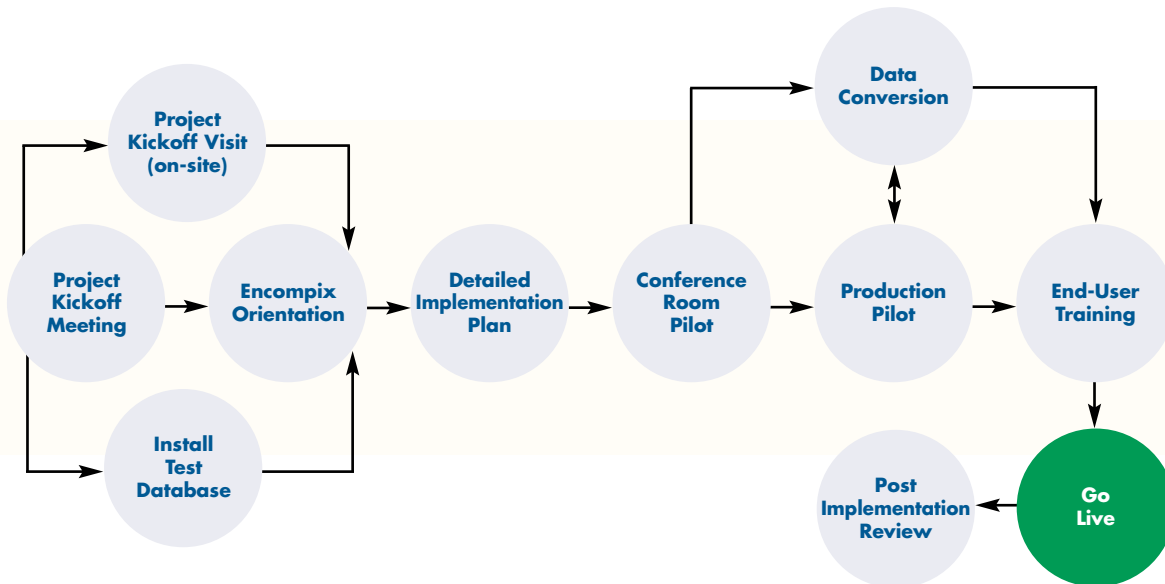
The people of Encompix share a background of experience working with companies like yours—midsize manufacturers of capital equipment. We understand your issues and concerns, including the need to get the maximum benefit out of scarce resources.

Your business system should help you run your business, not run you out of business. Our implementation and business consultants are full-time Encompix employees, with an average of over 16 years experience in manufacturing, not inexperienced associates from a third-party firm. We use a proven implementation methodology that will get you up and running quickly for faster time-to-benefit. You can rely on us for the expertise to make our software work for you.

ENCOMPPIX
CONCEPT TO COMPLETION

IMPLEMENTATION METHODOLOGY

To ensure that you achieve your bottom line business objectives for implementing Encompix, we will guide you through an eight-stage implementation methodology:



1 Project Kickoff

It all begins at a formal meeting with your Encompix implementation team, during which you will discuss the business reasons for implementing a new system, and your objectives and timeframe for the implementation.

2 Orientation

Next, we'll schedule a detailed education session for your internal implementation team, to explore the functionality of the software in depth.

3 Detailed Implementation Planning

You'll have a chance to review the results of the orientation session, and develop your detailed implementation plan, including specific tasks, personnel assignments, and milestones. Your consultant will be available throughout this period to help you manage the implementation project.

4 Conference Room Pilot

As you use the system to process an order from beginning to end, your implementation team and functional managers can see the overall flow of the system and review its effectiveness at processing your data.

5 Production Pilot

By processing your actual data through Encompix, you can ensure that all procedures have been properly mapped to the system, and that the data conversion is accurate and appropriate. Completion of the production pilot verifies that you are ready to go live with the system as soon as the users are trained.

6 End-User Training

Our training goes beyond simply teaching users which keys to hit, but includes an explanation of the business reasons for new procedures and the benefits, including hands-on exercises with real data familiar to the users.

7 Go Live

This is the time when you turn off your old system and begin to run your business with Encompix. Your Encompix consultant will be right there by your side, ensuring that everything runs smoothly for this important event. Should any unforeseen issues arise, your consultant will be able to address them immediately.

8 Post-Implementation Review

Your consultant will return to meet with you after you have been using the system for several months, to evaluate how well you are using the system, identify and correct inefficient procedures or processes, and evaluate the scope of improvements achieved with Encompix against baseline measurements.

SERVICES

Our implementation methodology is just one part of the full range of services Encompix offers to ensure you get maximum benefit from your business system.

Account Management

We view our relationship with our customers as a business partnership. We assign an account manager to each customer implementation. Your account manager will contact you regularly at mutually agreed upon times to verify your satisfaction with our software and our people.

Implementation Planning

Implementing a new system is never easy. While you may do it only every ten to twelve years, it is what we do every day. With our expertise, we can offer you a full range of implementation planning and management services. We will be by your side every step of the way.

Education and Training

We believe that business system education and training must go beyond simply showing how to use the system to include an explanation of the business reasons behind the functionality. We offer business system education and end-user training for all components of the system.



Manufacturing Consulting

We understand that by implementing a new system you expect to improve your performance—it's not just a new interface for the same old results. Our experienced manufacturing consultants will not only guide you through the implementation, they will explain how the software works in your environment. With their help, you will achieve your bottom-line business objectives with Encompix.

Technical Consulting

Our Microsoft certified consultants have the technical expertise to recommend the best possible hardware and network configuration for your Encompix system. They can help you tune the system to make sure it operates at optimum performance.

Customization

Although Encompix was designed specifically for manufacturers of capital equipment, we understand that as a custom manufacturer, you may have unique processes that give you a competitive advantage. To help you maintain this advantage, we can customize your application to meet your needs.

Integration Services

We will assist you with the data conversion process, and provide the technical expertise to integrate any required third-party hardware and software with your Encompix system.

Product Support Center

Encompix provides a variety of services to ensure the smooth operation of your business system.

Help Desk

Our Help Desk is available via telephone, fax or email. We can also dial into your system remotely to resolve any problems without the need for onsite consulting expenses. Unlike most support organizations, we use a "touch and hold" method rather than a "front line-back line" method. This means that your initial Encompix contact person will manage your issue all the way through to its resolution. You won't have to waste time communicating your issue repeatedly as it is handed off from one level to another.

Maintenance Releases

A maintenance release is an update to an existing, released version of the software. Most support calls that require development work, such as bug fixes, will be resolved by a maintenance release. Encompix provides maintenance releases on a regular basis to current customers. You can download maintenance releases from our secure web site at your convenience.

Self-Help Web Services



In addition to maintenance releases, you can also access a list of frequently asked technical and user questions on our web site.

HARDWARE AND SOFTWARE ALONE DO NOT MAKE A BUSINESS SYSTEM SUCCESSFUL.

With Encompix, you'll benefit from our broad range of implementation services, from consultants with business experience in companies much like your own. You'll minimize your risk with our solid, proven methodology, which results in a speedy implementation and faster time to benefit.



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