

THE PLEX MANUFACTURING CLOUD

Plex Professional Services



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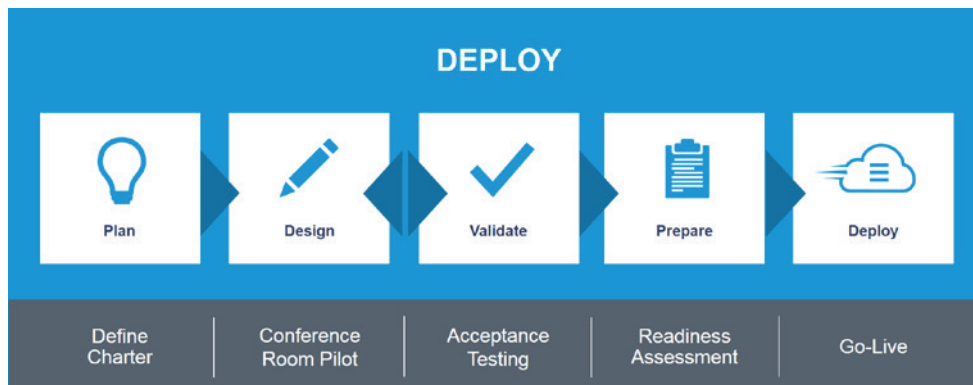
The Plex Professional Services organization makes deploying the Plex Manufacturing Cloud easier for you. Our experienced team of industry specialists have manufacturing in their DNA and bring the experience of thousands of successful Plex deployments to make you productive as quickly as possible and accelerate your ROI. Plex Professional Services has a laser-focused clarity of mission: Our success depends entirely on your success! We focus our efforts on a successful outcome based on your expectations and we're committed to making successful customers.



PLEX DEPLOYMENT METHODOLOGY

Our deployment methodology follows a well-established, tried and tested, phased approach that ensures we plan for success and execute that plan in lock step with you.

- **Plan** - We work with you to outline the goals and objectives of your deployment and document an agreed upon charter for the project.
- **Design** - We focus on your business processes and identifying a design and configuration that best meets the needs of your organization.
- **Validate** - We iterate the design until testing has proven that the processes work to your acceptance.
- **Prepare** - We conduct assessments as to the readiness of your organization to go-live with Plex.
- **Deploy** - We “throw the switch” to go live with your instance of Plex at your facility/facilities.



The Plex Deployment process is a proven, repeatable process for delivering the best outcome for you in the shortest period of time.



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PLEX VALUE ADDED SERVICES

The Plex Professional Services approach is designed to work collaboratively with you at whatever level of engagement makes sense for your teams' experience and availability. We understand what it takes to successfully deploy Plex but we can help in additional, higher-touch ways.

- **Requirements Analysis** – You probably have a set of requirements, but we can bring our experience of thousands of deployments to complete your list.
- **Data Migration Support** - We'll provide the necessary support to migrate legacy data into your new Plex environment.
- **Integration Testing** – Depending upon the different systems that you need to integrate with Plex, we can ensure that you're getting the expected results.
- **Development of Work Instructions** – We can assist in developing custom, on-line or embedded work instructions based on the needs of your team and their use of Plex.
- **Pilot Validation Support** - We'll work with you and your team to ensure the necessary testing has been completed according to your plans.
- **Report Definition and Design** – The Plex team can help you configure the report templates to suit your specific needs or build new ones using one of the Plex reporting tools.
- **End User Training** – Our Education Services organization offers immersive Bootcamps to kickstart your deployment as well as a growing catalog of on-line training materials.
- **Go-Live Onsite Support** – With Plex, you're never alone and we know how critical go-live is to your organization. We'll staff the appropriate team to assure support and success through this critical stage.
- **Post Go-Live Support** – Go-live is not the end of our involvement. We'll provide support through go-live and ensure a successful transition to our Customer Care team.

PLEX OPTIMIZATION SERVICES

With Plex's model of continuous innovation – delivering updates and enhancements on a daily basis – there is always opportunity to learn more about how Plex can add value to your business processes.

Our team can help you:

DISCOVER untapped opportunity

ALIGN operational strategy with use of Plex

OPTIMIZE manufacturing and supply chain operations

IMPROVE performance

REALIZE value



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Focused on delivering a positive outcome for your business!



EXPERIENCE

Plex Professional Services has the largest staff of the most experienced Plex implementers in the world. Our professionals have come from the industries we serve where they were specialists in the same roles as Plex users. Not only have they done your jobs, but they are creative problem solvers that are there to effectively deploy the Plex Manufacturing Cloud specifically to meet your needs.



KNOWLEDGE

The Plex implementation team has deep knowledge and understanding of the breadth of the Plex Manufacturing Cloud. They have manufacturing in their DNA and understand the processes and best practices of modern production. They live in the world of Plex's continuous innovation and are thoroughly in tune with the continuous enhancements and additions to Plex.



RESOURCES

Plex Professional Services teams have access to the complete brain trust of the Plex Manufacturing Cloud. Experts from Developers, Product Managers, System Engineers, and customer Support Services are available to assure continuity and deliver long-lasting success for your business. If there's an answer to your question, the Plex Professional Services team has the resources to find it.



OUTCOMES

Plex is focused on your success and providing the outcomes that you expect to improve your business. Success doesn't stop at go-live and neither do we. We ensure a successful transition to our customer Support Services and to your Customer Success Manager. The entire Plex team is committed to making sure that the value of Plex continues to grow for you as you use it.