

PROFESSIONAL SERVICES



FUJITSU

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PROFESSIONAL SERVICES

As a manufacturer, your needs have grown more complex and increasingly urgent. You must manage a rapidly growing customized product base. You must respond to customer demands quickly and accurately. You must gain visibility into all your operations and synchronize your supply chain. You must also provide immaculate service.

Glovia's extended ERP suite can help you achieve these objectives while at the same time cutting costs.

You know that when selecting a software package you are selecting more than software - you are selecting a partner for years to come. The software is in many ways the easiest part to select because detailed requirements aid the selection by identifying best fit. But part of that package is the services and support that accompany the software, and the ideal selection is for a sole source.

Glovia International, a full provider of business software, services and support, has a proud heritage of supplying many hundreds of manufacturing companies with highly effective, proven products that deliver business advantage on-time and on-budget.

Glovia's philosophy is to form a business partnership for years-to-come; and we work closely with our Customers to ensure that we continue to meet their evolving needs. We are very proud of our Customer installations, which include global brand names such as Caterpillar, Dell Computers, Cannon-Muskegon and Mitsubishi.

Once the software is selected, Glovia's Professional Services help to ensure that the functionality you chose is used in the most efficient and cost effective manner. Our Professional Services individuals are increasingly cognizant of the latest process enhancements across all industries. At the same time, since these individuals have been with Glovia for an average of 15 years, they are constantly aware of the latest functionality and the best approach to its use.

We welcome the opportunity to discuss your business issues with you and our potential solutions to those issues. In the interim, we invite you to visit our website at www.glovia.com.

Sincerely,


Your Glovia Team





PROFESSIONAL SERVICES OFFERINGS

- **ENGAGEMENT MANAGEMENT**– Glovia’s Engagement Manager provides consulting assistance during the strategic planning phase of a project to determine functional business requirements, refine business processes and establish policies and procedures. Glovia’s Professional Services offer a blend of business and systems experience that enables them to analyze business problems, assess software/ systems usage and recommend appropriate solutions to enhance overall business effectiveness
- **PROJECT PLANNING AND MANAGEMENT**– Glovia knows that the success of a project is dependent on the accuracy and inclusiveness of the project plan, and the timely execution of that plan. Our project managers design a complete solution to support your business objectives and provide end-to-end project oversight

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- **BUSINESS CONSULTING AND ANALYSIS**– Glovia offers consulting services to address all of your application-related and technical needs. Our professional consultants provide industry-specific expertise and a sound approach for implementing systems - all of which enables success with an immediate return on your investment
 - **BUSINESS OPTIMIZATION ANALYSIS**– Glovia's Business Optimization Analysis (BOA) provides an analysis of how your organization should address "Application Erosion." Glovia's BOA is performed by our senior consultants who spend time with management and key users to understand, review and identify areas for improvement.

TECHNICAL ASSISTANCE



- **LEAN MANAGEMENT CONSULTING**– Glovia’s Consulting and Systems Solutions have been key enablers of Lean success, providing the means for manufacturers to streamline operations. The solution provides the necessary information to streamline and control processes, coordinate enterprise-wide activities, monitor quality and measure improvements as effectively as possible to enable and complement the key technical elements behind Lean Manufacturing
- **GLOVIA G2 EXPERTISE**– Glovia’s Professional Services individuals have been with Glovia for an average of 15 years. As such, they are constantly aware of the latest functionality and the best approach to its use. Given their immediate access to global resources, R&D and support as needed, Glovia’s Professional Services are positioned to work with you to obtain maximum efficiency and optimum performance for your operations
- **EDUCATION & TRAINING**– Glovia believes that combining the application training with a review of business processes is the most efficient way to transfer knowledge, map the software to the business processes and, where applicable, identify areas for improved processes based on industry and Glovia Best Practices.

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- **INSTALLATIONS**– Glovia’s Installation services generally include two visits, the first of which is the installation of all newly licensed software. The initial visit will also include setting up 3 database environments for development, test and production, sizing of database tables, migrating your data to the test database and training in basic user setup, security setup and printer setup procedures. The second visit will occur immediately prior to the go-live date and includes the tuning and sizing of the production database, migrating the customer data to the production database and ensuring the production system can be accessed by the secured users
 - **DATA MIGRATION**– Glovia’s Data Migration services include: Mapping legacy system(s) data to GLOVIA G2 data schema, Using the GLOVIA G2 application External Interface Facility module and Application Adapters to load programs or prepare custom programs, Preparing one-time programs to extract and format legacy data for the GLOVIA G2 load programs, Preparing one-time data load and field initialization programs, including all required parameters, Identifying old, inaccurate, obsolete legacy data to be improved or eliminated before conversion, Assigning teams to verify data accuracy
 - **INFRASTRUCTURE AND PERFORMANCE TUNING**–Ensuring that the required hardware and network have been acquired is the initial step in Glovia’s infrastructure and performance tuning. That being done, technical services test and assure quality of user response time and network loading. Once those variables have been optimized, the technical team establishes the support model to enable ongoing performance

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- **MANAGED SERVICES**– Glovia’s RMS enables you to concentrate on building your business by freeing up vital resources and giving you the comfort of knowing your enterprise system is being managed properly and effectively. The requirements for system support will be unique to each customer. We will work with you to establish the services you need and the frequency of the remote support. We can tailor our activity to meet your specific environments, computing, network, and database, and we support the entire range of platforms and versions that are available for the Glovia product line
 - **DEVELOPMENT/PROGRAMMING**– Various levels of programming and technical assistance will be required to complete or modify the necessary reports, forms and interfaces. Glovia’s philosophy is to train your IT staff and assist them with the first requirement, with follow-on activities executed by those individuals. The benefit of this approach is that your IT staff becomes self-sufficient very quickly and costs are minimized
 - **REPORT WRITING**– Custom reports can be created by Glovia for any of a number of report writer and business intelligence tools available

TECHNICAL ASSISTANCE (CONT.)

- **FORMS DEVELOPMENT**– Forms required for your document management tool can easily be created by Glovia's programming services in conjunction with your subject matter experts
- **INTERFACES**– Glovia's Professional Services are able to build integrations for you to other systems, either within your business or with your business partners. They can build solutions using a number of different technologies including utilizing our XML framework and web services
- **CUSTOMIZATION**– Glovia recognizes that customizations are still sometimes required and thus provides the skilled technical individuals to work with your team to develop the customization requirements, from forms and reports to interfaces and customized functions, and develop the designs and customizations based on those approved requirements



GLOVIA SERVICES DIFFERENTIATORS:

Glovia is the only Services Organization that provides qualified, trained experts across our entire product suite

- Glovia consultants have direct access to global resources, R&D and support, if needed
- Glovia invests in methodologies, tools and templates to support Customer implementations and upgrades, including our Business Optimization Analysis and Turnkey Migration
- Glovia utilizes internal “virtual teams” to share information, mentor others and maximize our knowledge base
- Glovia’s Services Team has a proven track record of developing long-term relationships with satisfied Customers
- Our goal is to develop a long term, strategic partnership with you to enable you to maximize return on your investment in Glovia, and to enable Glovia to include you among our excellent references



LEAN CONSULTING

GETTING LEAN WITH GLOVIA CONSULTING

Relentless pressure for quality, cost and time-based improvements are leading manufacturers to embrace next generation *Lean* solutions.



LEAN PRINCIPLES MAKE SENSE TO ALMOST EVERYONE:

- Always Create Value for the Customer
- Religiously Identify and Eliminate Waste
- Continuously Improve Processes



GLOVIA CONSULTING–

THE CORRECT QUESTIONS TO ASK:

- How exactly will lean initiatives support achievement of company business strategies, goals and objectives?
- What are the primary obstacles that constrain business performance today?
- What are the specific opportunities for substantial performance improvements?



EFFECTIVE IMPROVEMENT STRATEGIES AND EXECUTION ARE ALSO NEEDED TO:

- Actually realize benefits - reduce costs, compress lead times, and improve responsiveness, quality and consistency
- Sustain process and performance improvements
- Assure that improvements continue.

Customer expectations for improvements, demanding timetables, the reality of current processes and the need for effective information further add to the complexity.

Companies need more than simple philosophies and techniques to solve today's problems, so they are drawing on Glovia's *Lean* Consulting and System Solutions to help them assess, plan and implement *Lean*. Fujitsu, Glovia's parent company, and Honda, both Japanese companies, now make extensive use of Glovia's *Lean System* tools. Other companies such as Bridgestone Tire Company, Carrier Corporation, Keihin and OPW Fueling Components, have put Glovia's *Lean* solutions to work and are now realizing major performance improvements.

Since Glovia International's extended ERP suite, GLOVIA G2, had its inception as a *Lean* production tool for Xerox in the 1970s, it has enabled manufacturers to realize the tremendous benefits of *Lean*. This vast experience working with mid-market to large manufacturers has enabled countless Customers to turn challenges into opportunities. Glovia's unique insight provides strategic actions that manufacturers can adopt to create competitive advantage.

Glovia *Lean* Consulting and Systems Solutions have been key enablers of *Lean* success, providing the means for manufacturers to streamline operations. The solution provides the necessary information to streamline and control processes, coordinate enterprise-wide activities, monitor quality and measure improvements as effectively as possible to enable and complement the key technical elements behind *Lean Manufacturing*.



GETTING LEAN

The table on the next page lists the technical elements of *Lean Manufacturing* and provides examples of how GLOVIA G2 modules support these elements.

Attribute	Supporting Modules	Functionality
Visual Control	<ul style="list-style-type: none"> GLOVIA G2 Shop Floor Data Collection GLOVIA G2 Factory Planning 	<ul style="list-style-type: none"> Real-time data collection for historical analysis and continuous improvement Displays load graphics and timelines for jobs and provides visibility throughout the factory
Standardized Work	<ul style="list-style-type: none"> GLOVIA G2 Transform GLOVIA G2 Engineering GLOVIA G2 Costing 	<ul style="list-style-type: none"> Provides access to documentation anytime, anywhere Manages BOMs and Routings Reports actual vs. estimate costs to help develop cost effective work standards
Set-up Reduction and Total Productive Maintenance (TPM)	<ul style="list-style-type: none"> GLOVIA G2 Engineering GLOVIA G2 Engineering Change GLOVIA G2 Estimating GLOVIA G2 Factory Planning GLOVIA G2 Shop Floor Data Collection 	<ul style="list-style-type: none"> Improves information management for Product BOMs Streamlines Engineering Change Notice (ECN) process and verifies change can be made Enables Progressive Engineering and supports evolving BOM Schedules jobs to minimize set-up times and changeovers Provides real-time monitoring of cells for reporting and visibility
Cellular Production	<ul style="list-style-type: none"> GLOVIA G2 Engineering GLOVIA G2 Repetitive Manufacturing GLOVIA G2 Shop Floor Data Collection 	<ul style="list-style-type: none"> Flattens BOMs and links components to operations to reduce processing steps and compress cycle time Helps establish and manage production cells; supports backflushing and pull techniques Provides real-time monitoring of cells for reporting and visibility
Mistake Proofing	<ul style="list-style-type: none"> GLOVIA G2 Transform GLOVIA G2 Repetitive Manufacturing GLOVIA G2 Tool & Gauge GLOVIA G2 Engineering Change GLOVIA G2 Work Orders GLOVIA G2 Shop Floor Data Collection 	<ul style="list-style-type: none"> Makes “best practice” documentation easily available to workers to reduce defects Allows workers to stop manufacturing line to fix a defective process and quickly reschedule Controls and tracks movement of all tools and gauges used in manufacturing Enables company to simulate and analyze effects of proposed product change Backflushes only for affected or selected components Provides real-time reporting of defects for analysis and signals downstream processes about disruptions
“Takt” Time (cycle time for all manufacturing)	<ul style="list-style-type: none"> GLOVIA G2 Engineering GLOVIA G2 Factory Planning GLOVIA G2 Shop Floor Data Collection 	<ul style="list-style-type: none"> Identifies problems associated with routings Smooths variable demand; allows for assembly and component level analysis to help establish and adjust “Takt” time Provides real-time feedback from factory floor to ensure production can meet demand
Continuous Flow	<ul style="list-style-type: none"> GLOVIA G2 Repetitive Manufacturing GLOVIA G2 Shop Floor Data Collection 	<ul style="list-style-type: none"> Adjusts repetitive production schedules based on changing demand and flow rates without the need for work orders and paperwork Real-time feedback
Leveled Production	<ul style="list-style-type: none"> GLOVIA G2 Factory Planning 	<ul style="list-style-type: none"> Sequencing capability schedules blocks of work together
Pull System	<ul style="list-style-type: none"> GLOVIA G2 Factory Planning GLOVIA G2 Shop Floor Data Collection GLOVIA G2 Kanban GLOVIA G2 Repetitive Manufacturing GLOVIA G2 Inventory 	<ul style="list-style-type: none"> Smooths variable demand; schedules and synchronizes subassembly productions Provides real-time reporting; triggers Electronic Kanban signals and demand-based supplies Automates flow of materials using pull methods Provides backflush capabilities for low-mix, flow-based manufacturing Provides sophisticated Min/Max inventory control for lower-cost components

GLOVIA PROFESSIONAL SERVICES STRATEGY TO SUPPORT A LEAN ENTERPRISE

Glovia consultants have the skills to assist manufacturers in the deployment of GLOVIA G2 to support *Lean initiatives*, not only in manufacturing, but across your entire enterprise. Glovia's *Lean Enterprise* offering is typically delivered in five stages.

STAGE ONE– Lean Assessment: *Identify the Opportunity*

- Glovia works with the Customer to understand their business performance requirements, assess the Customer's current state, identify opportunities for performance improvement and employ *Lean System* tools to support the improvement process
- Glovia delivers a report outlining the assessment conducted, assessment findings and recommendations, and a recommended course of action

STAGE TWO– Conduct Lean Concepts Workshop

- Glovia provides the Customer a concepts workshop to review *Lean principles* and examine the capabilities and required involvement for implementing GLOVIA G2 *Lean Manufacturing* modules
- Glovia creates a document summarizing the results of the workshop as well as a training plan for users

STAGE THREE – Value Stream Mapping: Calibrate and Validate

- Define the specifics of the Customers current “As-Is” value fulfillment process (value stream)
- Identify and quantify specific areas that constrain performance and require improvement
- Define a future “To-Be” state enabled by GLOVIA G2 *Lean Manufacturing* modules
- Develop a detailed testing and implementation plan for an initial project and subsequent rollout

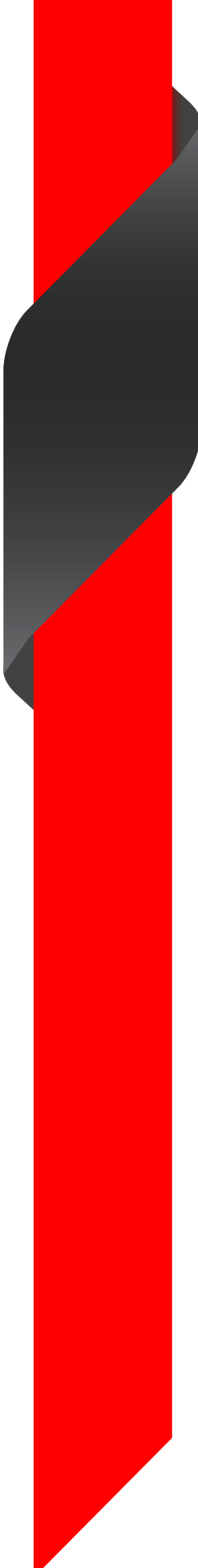


STAGE FOUR – Prepare and Conduct Training

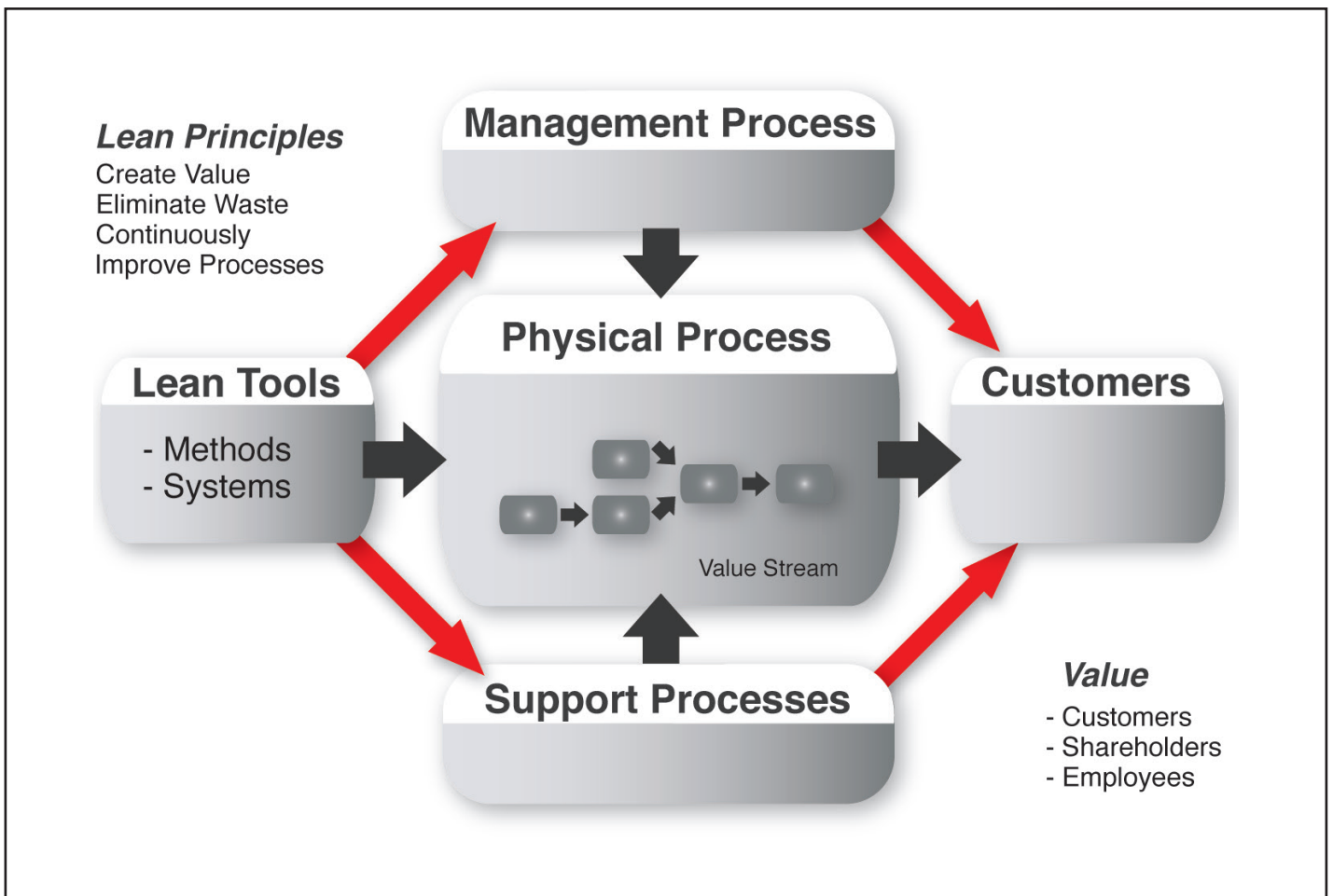
- Training will be tailored to specifically support the *Lean* program
- Users involved in the project will receive training on *Lean Manufacturing* and related *Lean* capabilities, including setting- up the training environment and related data using GLOVIA G2 *Lean* functionality.

STAGE FIVE – Implement, Operate, Measure and Improve

- Test and implement the initial project including installation, setting up and deploying GLOVIA G2 *Lean Manufacturing* related functionality
- Once test simulations are completed and approved, the physical implementation, testing and approval will take place leading to the overall implementation of GLOVIA G2 *Lean* capabilities in production
- Glovia will assist with a plan for ongoing monitoring and measuring, thus enabling the *Lean* program objectives to be met



Companies of virtually any size pursue *Lean Manufacturing* strategies to lower costs, increase responsiveness, reduce lead-times, improve Customer service levels and increase success in the marketplace. Manufacturers can use *Lean* capabilities found in GLOVIA G2 to realize the most dramatic success and, ultimately, profit. Many leading manufacturers have turned to Glovia to achieve their *Lean Manufacturing* goals; and with Glovia Consulting and Systems Solutions assistance your company can reap those same rewards.





OPTIMIZATION ANALYSIS

Are you getting the most out of
your investment?

- *Why is the quality of data declining and causing inefficiencies?*
- *Are new users getting the training they need to use GLOVIA G2 effectively and without difficulty?*
- *What is the cause for dissatisfaction with "the system" among management and users?*
- *Why do we always blame technology and "the system?" Are they the real cause?*
- *Is my system reflecting relevant changes in business conditions and operational processes?*

GLOVIA BUSINESS OPTIMIZATION ANALYSIS

If these are recurring questions in your organization there is a good chance you are experiencing "Application Erosion." As you watch the value of your system decrease over time, your applications become less effective, the number of knowledgeable users shrinks, use of the system becomes stagnant, and the processes used to run your business are becoming outdated. The technology and training you invested in a few years ago is no longer producing the results needed to successfully operate your business today.

What are the reasons behind this?

In today's environment, businesses are forced to continually change and evolve in order to remain competitive. As companies adopt new technologies and solutions, there is a growing expectation that new solutions will automatically improve operations and new users will be trained to use the system. This unrealistic expectation is one of the key reasons why so many organizations experience application erosion.



APPLICATION/TECHNOLOGY

“Best of breed” applications not only make systems inflexible, but as the business evolves, applications start to erode as well. Glovia has designed an extremely flexible and scalable solution allowing your business to evolve over time. As long as you take ownership and keep your solution current, you will have peace of mind knowing that you chose Glovia.

CHANGE BLINDNESS

Disruptions and, more importantly, slow changes seem to go unnoticed by the organization, burdening a system incapable of reflecting those changes in a positive manner.

ENVIRONMENT

To maximize your investment it is vital to continually maintain the software by performing regular updates and upgrades. Areas of neglect can include:

- Users loss of knowledge due to lack of use
- Absence of a solid infrastructure to support the system after implementation
- Staff turnover becomes a major cause of system erosion due to existing users incorrectly training new users and providing limited information
- The organization loses a real "Glovia Champion" who has been effective in training and coaching other users.

GLOVIA TURNKEY MIGRATION

As the manufacturing industry becomes increasingly competitive it is vital that manufacturers continually improve their operations to produce product cheaper, faster and to higher quality standards.

At Glovia, we work hard to stay at the forefront of technology so we can meet the growing needs of our customers with the functionality required to not only survive, but to prosper in an ever-changing manufacturing industry.

We enhance our product on an ongoing basis to reflect the current business and technology environments within the manufacturing industry.





MIGRATION PROCESS

Glovia's highly technical and knowledgeable Professional Services team is able to manage migrations of any size and is dedicated to providing a cost effective, timely and simple way to migrate to the current Glovia release. Our turnkey migration methodology and tools, developed from countless successful migrations over the past decades, are designed with a balance between structure and flexibility. They enable us to provide a fast, efficient and economical migration while minimizing business disruption. In addition, they enable us to identify instances in which customizations are no longer needed due to new standard GLOVIA G2 functionality. We also provide users educational opportunities and advanced training to maximize GLOVIA G2 utilization.

***THE GENERAL STEPS OF THE TURNKEY MIGRATION PROCESS
ARE OUTLINED BELOW:***

1. Create Four Environments for the Project
 - A. *Two Source Reference Environments*
 - I. Current Frozen Customer environment having the custom source code received from the Customer
 - II. Standard Glovia Environment matching the Customer current release, up to the last batch loaded by the Customer
 - B. *Two Target Environments*
 - I. Target Customer Environment where migrated functions are to be developed
 - II. Target Standard Glovia Environment up to the latest available service pack
2. Import received custom code into the Customer source environment
3. Review all received custom functions in the Customer source environment
4. Analyze and split custom functions into New Custom Functions and Copied From Glovia Functions
5. Key in all custom data file definitions in Target Customer environment
6. Move custom new functions from Source to Target Customer environment
7. For older releases, convert any new custom functions

8. Add data carry forward Business and Master Location Security, auto commit ON for all new screen functions missing features
9. Modify new functions based on Standard Glovia database changes if needed
10. Remove all reference to updated index files (standard and custom) from new custom functions
11. Analyze copied functions by running comparison tools between the Source Standard Environment and Source Customer Environment
12. Find the same Glovia function - or Replacement function - in the Target Customer Environment
13. Create copied functions in Target Environment and re-implement customization based on the source code comparison
14. Test migrated functions - Run functions in Source and Target Customer environments and make sure the testing results are the same
15. Export and deliver custom software and migration report to Customer

The expected result of a migration is to enhance your operations enabling a relatively swift return on your investment. This requires an understanding of what must change to enable that return, as well as how the effort will enhance your position in the market enabling you to achieve your goals and objectives.

Glovia is ideally positioned to assist you in realizing that return and achieving those goals and objectives.

IMPLEMENTATION PROJECT MODEL AND METHODOLOGY



SIMPLIFIED IMPLEMENTATION WITH MAXIMIZED ROI

Glovia has built a tremendous track record of very successful implementations over the last 40 years. We understand business. We understand systems. We understand that every business has unique system requirements. So we take the time to understand your needs and make sure we meet them.

To enhance the success of our implementations we have developed our own process that has been used in thousands of successful implementations worldwide. Our methodology, designed with a balance between structure and flexibility, enables us to provide a fast, efficient, economical implementation of Glovia software solutions every time. Our approach provides you with results and rapid returns.

We believe in simplicity and value. Our software solutions are based on this philosophy and our unique implementation approach is no different. GLOVIA G2 is structured for scalability, implementation ease and rapid deployment, and is continuously enhanced with these goals in mind. Our site-by-site phased implementation approach allows for a gradual evolution of information systems in your business without requiring a complete system replacement or complex business process re-engineering.

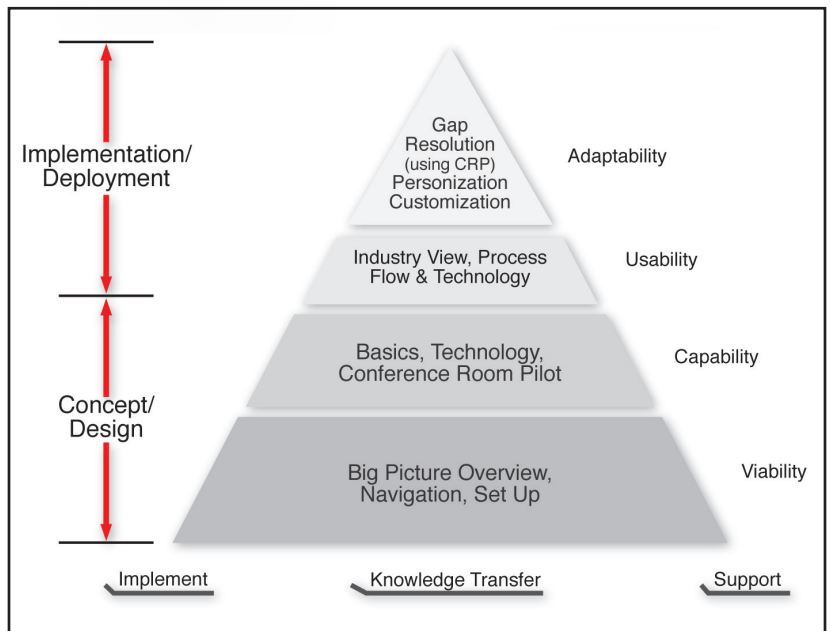
THE BENEFITS

Glovia implementations are executed in months rather than years.

We know you require minimal business disruption and predictable implementation costs. Many of our Customers have replaced existing legacy systems with GLOVIA G2 and our automated conversion procedures cover a variety of legacy manufacturing execution systems. As a result, you benefit from our experience so replacing your existing system can be done efficiently and cost effectively.

The winning formula that ensures your success is the combination of Glovia's Implementation Methodology, aggressive project management, enterprise system expertise, world class education and superior training methods—all packaged to get you up and running quickly to enable a quick return on your systems investment.

SOLUTIONS DELIVERY PROCESS



Glovia Professional Services follows an organized, flexible methodology for Glovia consultants and Customer project team members to implement GLOVIA G2 applications.

This summary guide describes the project management model for installing and implementing Glovia products.

The goals of a project-based approach to implementation are:

- Provide successful, rapid adaptation of the GLOVIA G2 applications into the Customer's business
- Transfer functional, technical and operational knowledge from Glovia professionals to the Customer staff
- Manage and control customization during the initial implementation
- Build a sound foundation to support future enhancements and improvements
- Use "package enabled" business process re-engineering solutions incorporating best practices. In package enabled re-engineering, improvements to business processes are those designed into the standard Glovia applications and products.

THE PROJECT-BASED IMPLEMENTATION

A project-based implementation can be subdivided into a number of phases with tasks, activities and deliverables:

Phase– A phase defines a major milestone event in the project cycle. Glovia's Project Model, discussed later in this section, includes 11 Phases.

Deliverables– Each phase should generate a set of expected work products or required results called deliverables.

Tasks and Activities– Tasks and activities are the work performed and the sequence of steps required to produce the deliverables.

Each phase requires management review and approval before going on to the next phase. The scope, deliverables, cost and schedule of remaining phases are reviewed and adjusted as needed.

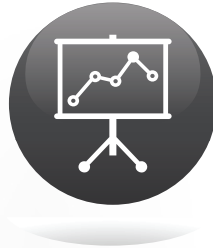
A large project effort involving a new installation of GLOVIA G2 and conversion from a legacy system will use all phases. A project to migrate to a new release of GLOVIA G2 may require fewer phases to accomplish.



BENEFITS OF THE PROJECT-BASED IMPLEMENTATION APPROACH

The project-based implementation approach delivers a number of advantages to both the Customer and Glovia:

- *Delivers solutions on time and within budget*
- *Enables improved decision-making, involvement and project control*
- *Documents systems for ease of use and ongoing support*
- *Provides a consistent methodology regardless of the scope of the project*
- *Provides a basis for communication with all project personnel*
- *Provides a basis to identify, manage and control the risks to success.*



THE BUSINESS CASE

The foundation of a successful project implementation is a business case that ties the project to the Customer's strategic objectives and drivers for the business. The strategic business drivers are cost, quality and responsiveness. The business case identifies the project's expected impact on the business in terms of improvements and tangible benefits. Based on these expected results, Customers use the business case to secure the necessary funding and management support for the project.

To support business case development, Customers review current business processes (for example, sales order to cash) and link them to strategic drivers in their company. Next, Customers develop a vision of improved or "to be" business processes, and estimate the value of these opportunities. Customers often validate their vision by collecting benchmark performance measures from leading companies in their industry.

The end result of a well-developed business case is a prioritized list of business process improvements with estimates of each improvement's potential impact on the company's objectives. One very helpful deliverable generated by developing a business case is a list of performance measures, showing the current position and expected position for each performance measure.

Some possible performance measures include:

- *Return on capital employed*
- *Inventory investment levels and turns (working capital)*
- *Inventory record accuracy*
- *Production cycle times*
- *Scrap costs*
- *Supplier lead times/manufacturing cycle times*
- *Number of suppliers used*
- *Productivity of staff – number of orders, invoices, and so on per hour*
- *Accuracy of bills of material*
- *Days of accounts receivable outstanding (working capital)*
- *Cost of excess/obsolete materials*
- *Cost of engineering changes and resulting rework/obsolete/scrap inventory*
- *Customer on-time delivery and ship complete percents.*

PROJECT PREREQUISITES

The project model presumes that the Customer has completed an analysis process to:

- *Identify business requirements*
- *Determine the objectives for the project*
- *Align the project with the strategic objectives of the company*
- *Determine the expected costs and benefits of the project.*

These elements establish the business case and set the goals of the project. If the approved business case with supporting documentation is not available, then time, tasks and deliverables should be added to Phase 1: Planning and Organizing the Project, to complete the business case.

PHASE 1: Implementation Planning and Organization

- Establish Customer - Glovia project management process and team
- Collate all background information and documentation
- Confirm the business objectives for the project
- Develop macro and micro plan for implementing GLOVIA G2
- Develop plan for supporting technology infrastructure and deployment
- Provide first level education to Customer user and technical team members
- Confirm Customer subject matter expert (SME) participation
- Confirm Glovia Professional Services staffing and plans

PHASE 2: Hardware and Technology Infrastructure

- Acquire necessary hardware and network required
- Test and assure quality of user response time and network loading
- Establish support model

PHASE 3: GLOVIA G2 Solution Definition to Requirements

- Begin GLOVIA G2 education and training sessions for project team members
- Establish internal Customer team member knowledge-base and skills through practice with GLOVIA G2
- Initiate Customer SME knowledge transfer and guidance for Customer best-practices
- Design, develop and refine new business processes
- Identify customization requirements for development
- Provide decisions and conversion definitions for data mapping
- Prepare business flows and desktop procedures. Validate and document for use in later project phases
- Deliver solution to the extended user community

PHASE 4: Data Migration

- Map legacy system(s) data to GLOVIA G2 data schema
- Use the GLOVIA G2 External Interface Facility (EIF) and Application Adapters to load programs or prepare custom programs
- Prepare one-time programs to extract and format legacy data for the GLOVIA G2 load programs
- Prepare one-time data load and field initialization programs, including all required parameters
- Identify old, inaccurate, obsolete legacy data to be improved or eliminated before conversion
- Assign teams to verify data accuracy

PHASE 5: Customization and Interfaces

- Develop customization requirements – special forms, custom reports, interfaces and customized functions
- Provide technical programming skills to tailor the GLOVIA G2 application software to meet unique Customer local requirements
- Design and write specifications for customizations
- Make changes to programs following Customer change control procedures
- Execute unit tests and QA scripts and correct as necessary
- Provide on-going support during conference room pilot and integration test phases

PHASE 6: Conference Room Pilot

- Test - demonstrate and validate the GLOVIA G2 solution
- Test - verify all setups, data migrations, processes and customizations
- Provide evidence that the GLOVIA G2 solution meets the business requirements
- Resolve all issues and make necessary corrections before continuing
- Repeat the conference room pilot, if warranted, to prove the changes and the total solution
- Obtain final Customer executive decision for go-live phases

PHASE 7: Integration Test

- Conduct an integration test as a “dress rehearsal” for go-live
- Validate all solution deliverables
- Assure all elements required to execute the conversion and system loads are in place and available
- Select and train an extended user team to conduct the final testing
- Validate that GLOVIA G2 fits the business requirements and can be used to run the business
- Make any required last minute, minor changes
- Confirm the go-live date

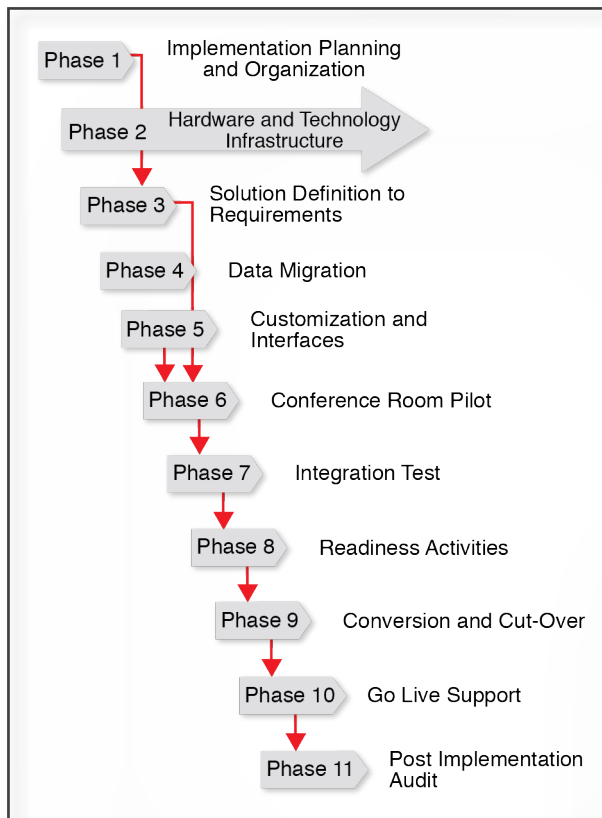
PHASE 8: Readiness Activities

- Complete preparation for the go-live
- Refine final conversion and startup schedules
- Complete changes in user procedures and documents for training
- Deliver training to the extended user community

PHASE 9: Conversion and Cut-Over

- Initialize a production environment for the new system
- Convert and load all data into GLOVIA G2
- Execute the detail conversion schedule with all validation steps to assure complete and correct data is loaded
- Assist Customer with final month-end close on legacy system
- Make final infrastructure changes
- Restrict legacy system(s) to inquiry only

PHASE MODULE GRAPH



PHASE 10: Go Live Support

- Accept the new system as ready for production use when conversion is complete
- User, IT and Glovia support teams provide round-the-clock, on-site support for the new system
- Log and resolve any issues as they are reported
- For the first 'x' weeks, the user, IT and Glovia teams support the startup – where 'x' is a predefined, mutually agreed upon number of weeks
- Help desk receives and resolves calls; project team members support this effort and resolve issues on a priority basis
- Support continues through the next 'x' month-end close cycles – where 'x' is a predefined, mutually agreed upon number of months

PHASE 11: Post Implementation Audit

- Evaluate the progress and effectiveness of the GLOVIA G2 solution
- Review the operational effectiveness of the system as implemented
- Identify problems, performance or process issues
- Identify what is working well
- Review opportunities to further improve effectiveness with the users
- Eliminate short-term problems and obstacles
- Present a plan of longer-term corrective actions and improvements if one is required.

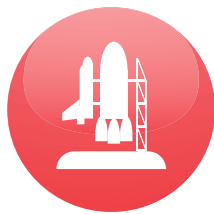


BUSINESS PARTNERSHIP

We know that manufacturers are not looking for a software supplier as much as a solution partner. From the start, we work to establish a partnership based on the ongoing value that we offer to your business. We provide one of the industry's lowest total costs of ownership. One customer concluded that their Glovia investment was 1/10th what they would have paid for the same solution from another provider.

PROFESSIONAL SERVICES

Our services professionals help you realize immediate and ongoing value from your solution. We work closely with you to define your strategic plans, operational tactics, and business requirements. We then bring together an experienced team of professionals to deliver a complete business solution at exactly the pace you want, fully leveraging your existing investments so you gain tangible benefits right away. We come in, get you up and running—and in control.





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While enterprise applications are an essential element of your IT strategy, they are only part of it. You also need a wide range of supporting technology products and services. Glovia is a wholly owned subsidiary of Fujitsu.

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