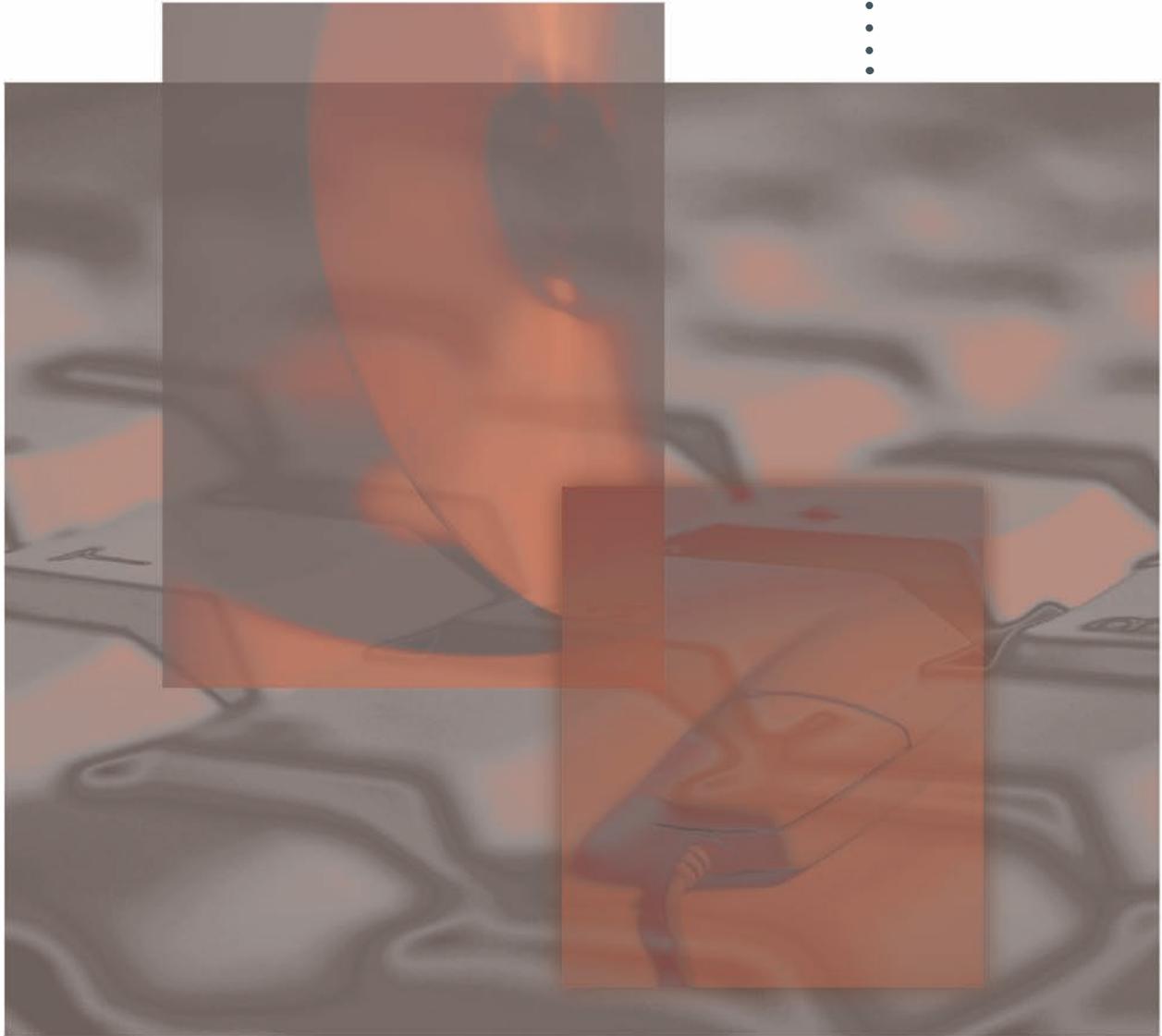




*When Getting It Right Matters*



ERP

CRM



SCM



BI

# About SoftWare 21

## **A LEADER IN ENTERPRISE SOFTWARE SOLUTIONS FOR MANUFACTURERS OF HIGH TECHNOLOGY PRODUCTS**

*Manufacturing is rapidly evolving. Competition is fierce, customer focus is keen, internet based models for conducting business and collaboration have become the norm.*

### **Manufacturers: Meet Your Enterprise Software Solution of the Future**

*Since 1986, Software 21 has been dedicated to servicing the information needs of manufacturing companies engaged in complex production and demanding industries.*

*Software 21's premier Enterprise Solution*

*- FlexGen 4 is unique, offering fully integrated ERP, CRM, SCM and BI applications designed to enhance manufacturing productivity, Supply Chain efficiency and overall customer satisfaction.*

*FlexGen 4 is a real-time, highly configurable software environment which has been engineered to fit the unique business management processes found in companies building products such as computers, avionics, aerospace components and medical equipment.*

*FlexGen 4 provides strong enterprise and financial management controls, coupled with seamless integration to the software products developed by our strategic software and services partners IBM and Microsoft among others.*

### **Customer Care Services that Work for You**

*To complement FlexGen 4, SoftWare 21 provides its customers with a comprehensive Customer Care program. Though FlexGen 4 is easy to implement, Software 21 offers a wide range of value-added services including self-managed implementation tools, project management services, on-line FlexGen 4 documentation and tutorials. For the company that requires consulting, operations re-engineering, or general management services, Software 21's experienced consultants and alliance partners can assist.*

*Simply put, SoftWare 21 is well positioned to help you manage the ever changing information demands of your business, today and in the future.*

COLLABORATION



# Technology Partners

## **TEAMING WITH THE BEST IN THE BUSINESS**

To provide industry leading enterprise software, Software 21 maintains development partnerships with technology leaders IBM, Microsoft, PROPHIX, iDashboards and Business Objects. FlexGen 4 is engineered to work transparently with the leading software products from our partners to bring value, performance and business optimization to every FlexGen 4 implementation.

### **IBM: The leader in Advanced Information Technology and Customer Service Worldwide**

Many of our customers have the need to marry industrial strength hardware, software and worldwide customer service to meet their enterprise requirements. IBM can deliver a wide range of server solutions from the eSeries to the revolutionary new Blade Server technology. IBM's customer service is unmatched in technical competence, coverage and all in one bundling of services.

IBM also offers competitive financing programs, including IBM hardware, FlexGen 4 Enterprise Software, implementation services and maintenance.



### **Microsoft: Providing Enterprise Software and Tools for Productivity**

Microsoft continues to innovate from the server, to the workstation and now in application deployment where Software as a Service (SaaS) leads the way.

With Visual Studio providing application tools for web design, Customer and Supplier self service portals have emerged as collaboration centers for the high technology manufacturing company. Real time information is now available 7/24, as a deployable software service of FlexGen 4, thanks to Microsoft and their application design tools.

### **PROPHIX, iDashboards and Business Objects: Setting the Standards in Business Intelligence**

Data Visualization is becoming a key management tool used to drive manufacturing focus and performance.

Business Intelligence provides a 360° view of all the operating processes, metrics and events that manufacturing executives and managers require to manage their business. From Financial Reporting and Profit Analysis with PROPHIX, to dashboards displaying instant Sales Results to Production Performance with iDashboards patented new technology, management always knows where their enterprise stands.



# CUSTOMER RELATIONSHIP MANAGEMENT

# FlexGen 4

## **FlexGen 4: The Enterprise Software Solution setting a new Standard**

*FlexGen 4 is a feature rich Enterprise Software Solution that enhances the way manufacturing companies produce High Technology products.*

*FlexGen 4 can be found today, in over 800 manufacturing operations, servicing thousands of end users everyday. Sites range in size from 25 to 900 employees. FlexGen 4's options driven architecture easily conforms or adapts to the typical manufacturing processes complex businesses, including the most highly regulated and demanding environments require everyday.*

*As a result, FlexGen 4 is the ideal solution for manufacturers engaged in producing products such as avionics, aerospace components, medical devices and dental products. Where the regulators demand levels of quality control, material compliance, historical tracking of Lots, Serial Numbers or component Shelf Life, you will find FlexGen 4 performing at the highest levels.*

## **FlexGen 4: A Software Solution That Integrates Your World**

*FlexGen 4 offers many unique features and software capabilities designed to help manage complex, sophisticated manufacturing enterprises.*

### **FlexGen 4: What it Delivers**

◆ *Is scalable and highly configurable to assure that as your company grows and evolves, that your business solution keeps pace. By using variable switches, user defined constants and operating parameters, you can easily configure FlexGen 4 to fit a vast range of manufacturing environments.*

◆ *Has introduced a process feature through its Workflow Architecture that deploys software and information according to job cycles, not just individual programs. This streamlines your operations, optimizes product throughput and decreases production cycle time, helping you produce high quality product at lower cost.*

◆ *Monitors mission critical events and enterprise processes on a real-time basis, ready to instantly broadcast actionable business information to managers and executives in your company.*

◆ *Delivers extensive software solution features necessary for technology manufacturers such as - Configuration Management, Engineering Change Control, Cradle to Grave tracking of materials, Shelf Life tracking, Corrective Action Notices, extensive Quality Assurance management all coupled with fully integrated Business Intelligence (BI) capabilities.*



# FLEXIBILITY



**ENTERPRISE  
RESOURCE PLANNING**

Forecast and Production  
Planning  
Scheduling / Dispatch  
Capacity Requirements  
Planning  
Project Management  
Quality Assurance / Analysis  
Tool Requirements Planning

**CUSTOMER RELATIONSHIP  
MANAGEMENT**

Prospect Management  
Sales Order Processing  
Customer Help Desk  
Market Analysis  
Forecast Management  
Return Material Authorization  
Custom Self Service  
Portal

**SUPPLY CHAIN  
MANAGEMENT**

Master Production Scheduling  
Material Requirements  
Planning  
Purchase Order Processing  
Vendor Performance  
Receiving / Analysis  
Quality Assurance / Analysis  
Supplier Self Service  
Portal

**PRODUCT  
DATA MANAGEMENT**

Part Master Details  
Bills of Materials  
Engineering Change Control  
Configuration Management  
Shelf Life  
Lot / Serial Number Control  
Quality Assurance / Analysis  
Agile / Collaboration

**FLEXGEN-4**

**ENTERPRISE  
CONFIGURATION  
MANAGEMENT**

Security  
Application Switches  
Configurations / Processes  
Data Settings / Constants  
Collaboration Settings  
Electronic Forms  
Work Flow

**QUALITY ASSURANCE**

Quality Methods and Procedures  
Test Procedures  
Corrective Action Reporting  
Supplier Performance Standards  
Receiving and Inspection  
Material Review Board  
Enterprise Standards  
Hazardous Materials

**FINANCE**

Accounts Receivable  
Accounts Payable  
Cost Control / Analysis  
General Ledger  
Financial Reporting / Analysis  
**PROPHIX - Financial Analysis**

**BUSINESS INTELLIGENCE  
(BI)**

PROPHIX - Financial Management  
iDashboards - Metrics / KPI's  
Business Objects - Strategic Data

360° View of the Business  
Data visualization



**ENTERPRISE  
RESOURCE  
PLANNING**

# Customer Care

## **GIVING YOU THE IMPLEMENTATION TOOLS TO SUCCEED**



*From project management to staff training, SoftWare 21 can provide all the customer support you need to help you successfully implement FlexGen 4. As part of your investment in FlexGen 4, we include the training*

*and tools typically needed to guide you through the entire process. Some of these implementation tools include:*

- ◆ Training tutorials*
- ◆ Online documentation*
- ◆ A Microsoft Project-based implementation plan*
- ◆ FlexGen 4 user guides*
- ◆ Process flow charts*
- ◆ Intuitive help features built into FlexGen 4*

*FlexGen 4's features and on-line documentation are easy to learn and provide help when you need it.*

## **Professional Services Group Paving Your Path to Success:**

*If you need assistance, SoftWare 21's Customer Care Program offers support in various forms.*

*At level one, a group of certified FlexGen 4 specialists are available to answer any software questions you may develop during implementation.*

*At level two, users can contact our technical staff or product specialists for more in depth technical support. This covers all the primary software products Software 21 supports from IBM to PROPHIX. When questions or issues arise in the ordinary business use of any of our supported products, Software 21 will be your first line of resolution. If after Software 21's best effort, your issue is not resolved, technical support will contact the appropriate business partner on your behalf.*

*In addition, our product support group can help you lay out a detailed implementation plan to work with your resources, time line and requirements to assure a smooth implementation including comprehensive FlexGen 4 training and education.*

## **Advanced Technology Group: Meeting your FlexGen 4 Implementation Needs and Systems Integration Demands**

*SoftWare 21 goes well beyond the software to assure your FlexGen 4 implementation is successful, on schedule and within budget. A detailed Implementation Plan laying out each and every step of the process is provided as a standard tool to management. Software 21 facilitates every FlexGen 4 implementation by first bundling all the necessary components of the installation including server, software, integration plan, implementation plan and detailed training curriculum for all participants of the project. Many company's choose to implement automated data collection as a value-add to their implementation, leveraging Software 21's integration skills and experience along the way.*

# TRAINING





**K N O W L E D G E**



*When Getting It Right Matters*

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