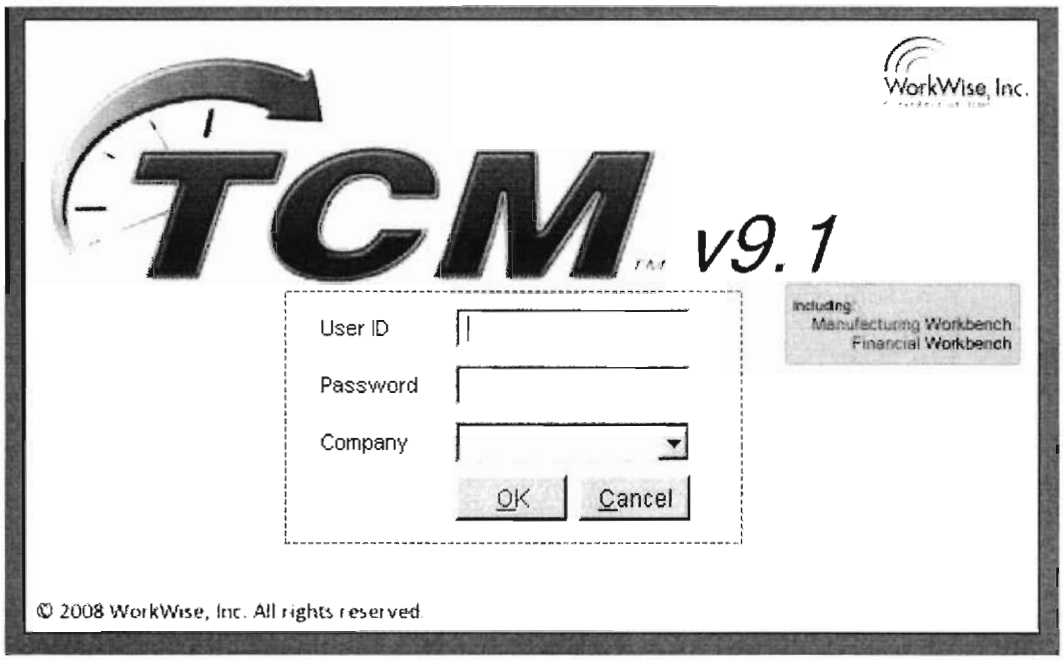
WorkWise, Inc.
TCM
v9.1
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Manufacturing Workbench
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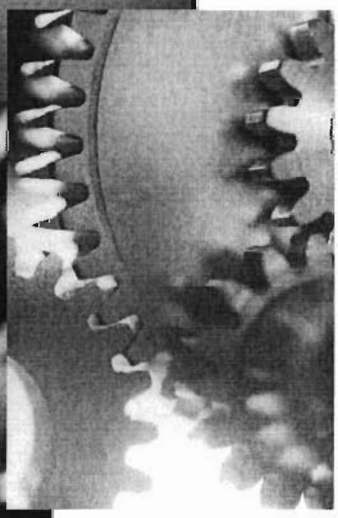
Time Critical Manufacturing®
*Manufacturing Information Systems*

# Company & Products Profile



WorkWise, Inc.
Providers of TCM®

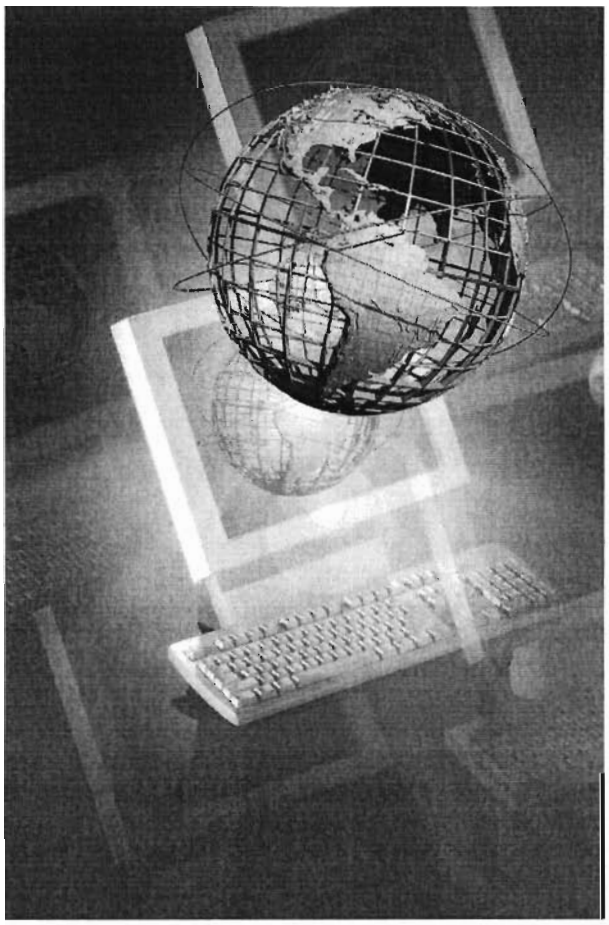
Providing Proven Enterprise Information Systems for Manufacturers

WorkWise, Inc.

# Company Overview

WorkWise, Inc. provides enterprise-wide solutions that enable manufacturers to maximize profits through improved use of their information assets. We partner with make-to-order, engineer-to-order, repetitive, make-to-stock and mixed-mode manufacturers to shorten cycle times, reduce inventory and improve customer service.

For nearly 30 years, we have been developing a large, satisfied customer base by establishing and growing long-term relationships. We partner with our customers to achieve business results that are tied to their business goals. The TCM® (Time Critical Manufacturing®) enterprise application software takes time out of the business process and adds value to products and services. TCM empowers users by providing proactive, up-to-the-minute information so decisions can be made instantly on production processes and business activities.



Our staff is comprised of highly experienced professionals with both industry knowledge and also extensive expertise in the TCM enterprise applications. In fact, the our staff has an average of 12 years of TCM product knowledge. In addition to our TCM Software, we provide a complete range of Consulting and Support Services to continually improve and enhance the use of TCM. Our services include: implementation consulting and project management, process re-engineering as business needs change, enhancements, and ongoing support services.

We have also assembled an experienced network of business partners throughout the U.S. offering products and services that complement TCM. We work closely with our business partners to ensure the highest level of service.

Today more than ever, manufacturing companies need to simplify and optimize their manufacturing information, supply chain management, manufacturing execution and business planning processes.

A famous and timely quote, "Failure is not an option".

With our company as your partner and TCM as your enterprise application we provide the winning combination needed to achieve success.

*"We have used the TCM software for many years. It is the heart of everything we do day in and day out. They are constantly seeking ways to improve the software and they listen to the needs of their customer base. It is obvious they do their best to offer the total solution."*

*- Bill Goodin, IS Manager*
*Continental Industries*
*(Gas & Water Distribution Products)*

*"Apart from the actual products and services we produce, we at Hetra Secure Solutions find the TCM product to be the single biggest asset of our company. Very simply, it provides us with the ability to compete in our marketplace. The myriad of TCM functionality allows us to provide the services of a much larger organization with a much smaller staff."*

*- Michael Adamcheck, President*
*Hetra Secure Solutions*
*(Defense Contractor)*

# Products

The TCM Product is organized into seven Suites that cover all the information technology needs of the manufacturing enterprise. All TCM Suites are modular based and support the MS Windows Operating System.

**Product Data Management (PDM)** supports standard, configured, and custom products for to-order, to-stock and mixed-mode discrete manufacturers.

**Planning** provides real-time Master Production Scheduling where current orders are matched and balanced to forecasts. Capacity Planning and Material Requirements Planning functions are then used to build schedules that maximize throughput to meet customer demands.

**Supply-Chain Management (SCM)** ranges from estimating and quoting through shipping. Production is kept flowing smoothly by automating procurements inventory allocation and customer service requirements, including shipping, invoicing and EDI linkages. Our Rules Based Configurator brings the design engineering thought process and calculation capability directly to the creation of a customer order and seamlessly passes the results to the production floor.

**Manufacturing Execution System (MES)** offers real-time operations control by providing plant activity information, consistently updated through bar code readers and our Factory Workstation. Shop Floor events are captured and turned into meaningful information available throughout the facility.

**Finance, Accounting & Administration (FAA)** provides business tools for management to exercise proper financial control over the enterprise. Easy integration with spreadsheets and MS Access provides added flexibility for all financial reporting needs.

**Decision Support & Enterprise Tools (DSET)** include a Document Management Library, Open Data Base Connectivity (ODBC), and a complete set of Graphical Business Intelligence displays including the TCM Dashboard containing Key Performance Indicators.

**Web/Mobile Applications** is an innovative suite of web browser-based applications utilizing MS SQL Server, that were created to improve Customer Service and Sales, optimize your Inventory Processes and create greater visibility onto your Production Floor. These products include: CRM, eBiz Portals, eWarehouse and eProduction.

*"Rex Systems, Inc. has been using TCM since 1988. As a defense contractor it is critical to provide accurate costing data for the government, and TCM provides us with that accuracy."*

*- John Myre, President*
*Rex Systems, Inc.*
*(Defense Contractor)*

*"The TCM product is solid and there is a lot of flexibility to tailor the system to how you do business and/or would like to do business in the future."*

*- Jim LaMunyon, MIS Director*
*George E. Failing Company*
*(Drilling Equipment)*

TCM

# Customer Service

## CONSULTING SERVICES

Our TCM Consulting Group has extensive experience managing hundreds of successful TCM implementations. We offer a broad range of services from initial implementation through continuous improvement initiatives. Our staff is strategically located throughout the U.S., and is easily accessible for business, application, and technical consulting services.

Our approach to implementations is based on the Time Critical Implementation Methodology®(TCIM®). This proven methodology is used for both complete TCM implementations and also the introduction of additional TCM modules. The process is driven by your business goals and is based on management commitment with a strong focus on user education and involvement. During the TCIM® process we help you plan and organize the project, conduct training, prototype functional areas of your business, implement process changes and complete timely conversions. We work with your key people to ensure you are up and running quickly and achieve business results.

Consulting Services include:

- TCM Application Consulting & Training
- Business Consulting
- Project Management
- Technical Consulting
- Custom Design & Programming

*"The Callcenter staff is prompt, knowledgeable, and friendly. They always succeed in helping us resolve any issues. The Consulting Group offers support in improving our infrastructure and our procedures to smooth future operations. The consultants obviously make our company's satisfaction and success their top priority. I have enjoyed and benefited from all contact with them. It really pays to work with a mature product and experienced people."*

*- Jeffrey Levetin, MIS*
*Gar-Kenyon Technologies*
*(Aerospace & Defense)*

## SUPPORT SERVICES

A key differentiator between our company and other ERP vendors has been our ability to maintain long-term relationships with our customers by providing world-class support on the TCM enterprise applications as well as 3rd party product offerings. Our support offering is comprised of four major components working in concert to provide comprehensive support for your TCM system.

**Knowledgeable Support Staff** with the skills and tools to diagnose and solve your issues in a timely and effective manner. You need to communicate with experienced people when you have an issue, and we deliver.

**Customer Centric Support Process** engineered to eliminate non-value-add time. We provide answers as soon as possible, whether you are in direct contact with a Support Analyst or inquire over the web. By referencing and documenting each solution, we continually improve our response time and effectiveness.

**Advanced System Support Tools** enhance our people and customer-centric support services. Our Call Center is ready to respond to your request, whether submitted via the web, phone, e-mail or fax. Customers interact directly with our support system to log, update and view the progression of your cases, all via the Internet.

**Knowledge Database** provides you with on-line access to an extensive library of TCM-related documented solutions and answers to frequently asked questions. Research and view over 5000 proven solutions. The knowledge database is available 24 hours a day, 7 days a week, allowing you the freedom and convenience of "self-service" support.

WorkWise, Inc.
Providers of TCM®

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