

Implementation Services

Bringing Demand-Driven Expertise and Insight to Your Organization

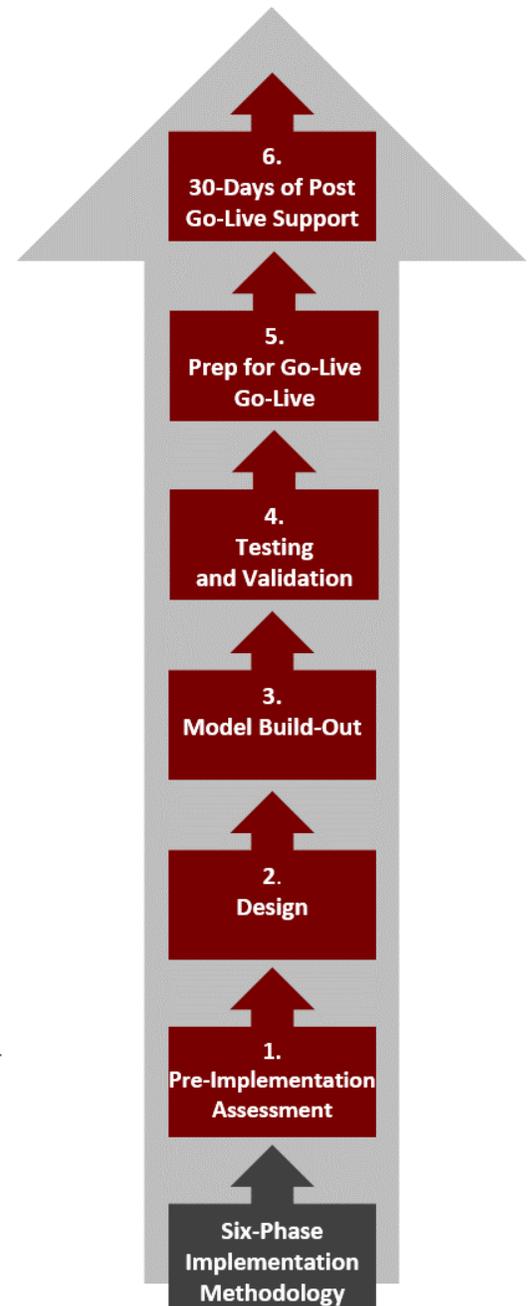
We are demand-driven manufacturing experts. Our approach to demand-driven manufacturing encompasses the best of Lean, Theory of Constraints (TOC) and Six Sigma principles - principles that not only characterize our software, but how we implement it.

At the forefront of demand-driven manufacturing software for over a decade, Synchrono® incorporates innovation into every implementation and takes it a step further by empowering you to use your new system to build sustainable change that transforms your business. We use a consultative process that includes collaboration with your cross-functional experts to model the system to meet your goals.

Creating Value from Day One

Our comprehensive implementation methodology ensures a successful adoption and a powerful ROI from Day One. We partner with you as a trusted advisor to help you take demand-driven initiatives to new levels, guiding you in identifying and managing manufacturing constraints, improving flow and driving on-time delivery. Our consultants apply best practices they have learned through hundreds of implementations across industries. This experience, coupled with the easy-to-implement design of our systems, means that Synchrono® go-lives are much easier and less arduous when compared to other enterprise software installations. Our go-live is typically non-disruptive to production activities and allows you to realize the benefits of the software immediately.

We do not use a one-size-fits-all approach, but formulate and customize our process to fit your organization's schedule and resource requirements. We partner with you to design and build an implementation path and integration strategy that makes the most sense for your business.



Six-Phase Implementation Process

1. Pre-Implementation Assessment. We work with your business and IT experts to understand the manufacturing and application landscape of your company. Then together, we create a high-level vision of how the software will be modeled and implemented in your environment. This phase may also include the creation of a foundational data set, which helps identify any data gaps before we begin design.

2. Design. In the Design phase, we map your manufacturing processes and assess how all of your business systems need to work together to address your challenges and achieve your goals. During this phase, we gain a complete understanding of what you do and how you work, including an examination of role-based functionality.

An initial training session is also conducted with your super-user team so that they become effective project team leaders throughout the Design phase - and beyond. Your super-users increase their knowledge of the system and the choices available to adapt the software to your environment. Their functional expertise and added understanding of the system, coupled with best practice insight from the Synchrono® team, creates the most comprehensive software configuration to drive your goals.

3. Model Build-Out. During the Build-Out phase, we develop business scenarios to determine the models we are going to create (starting with our standard models and tailoring them to your specific needs). Then, we create documentation around your systems and processes to accomplish the defined scenarios that we work through together. Stakeholders from all functional areas who will use the system and impact the process are involved, including (but not limited to) engineering, scheduling, operations, procurement, sales and quality. During build-out, we also configure the system and develop ERP integration paths.

4. Testing and Validation. Every business scenario we create is tested to make sure all processes are functioning as expected. We test all integrations and configurations and run various simulations to prepare for go-live.

5. Go-Live. After working through an extensive pre-go-live checklist developed during earlier phases, we establish a migration plan for existing transactions and data - including active work orders – and move it into the live production environment. During go-live, our clients not only experience minimal disruptions, but experience immediate benefits that continue to grow, providing ongoing and long-term value to their business.

6. Post Go-Live Support. Following go-live, we are present both on- and off-site to ensure you are gaining the performance and value you need. Following this support, many clients engage us for ongoing, InSync™ consulting and specialized support services.

InSync™ Consulting Services

InSync™ post-implementation consulting services deliver continuous improvement so you maintain your competitive edge. In addition to providing extended services to ensure you're getting the most out of your Synchrono® software, our remote and on-site consultants go above and beyond to ensure your manufacturing practices are industry best practices. Whether it's using Lean strategies to drive organizational performance, managing constraints to promote continuous improvement, or developing a supply chain vision to continue to meet delivery and market needs, we work with you to utilize your new, system-enabled knowledge to impact – and report on - the metrics that matter.