



## FAQs SyncView

### 1. How does using SyncView™ software help my enterprise?

SyncView is a real-time visual factory information system that provides a single, synchronized view of metrics that matter to keep a pulse on operations and the extended supply chain at every level of your enterprise. SyncView empowers your organization with relevant, live data to enable better decision-making and drive all actions towards meeting and exceeding customer demands. Team members can decide the information they want and get it instantly – right at their fingertips.

Drawing from machine, operations, and enterprise data sources, SyncView software gives you the ability to expose enterprise data and create personalized views of data called **Communication Boards** that monitor equipment and process status in real-time. Using SyncView, you gain access to actionable information, including:

- On-time delivery and customer order data
- Active product velocity and flow monitoring
- Cost and revenue indicators
- Multi-facility and extended supply chain evaluation
- Supplier performance metrics
- Current maintenance status, escalation and action items
- Engineering and product level diagnostics

Companies using SyncView software benefit from instant access to information that drives data-driven decisions throughout the organization and empowers continuous improvement initiatives.

### 2. What type of organizations use SyncView software?

Any manufacturing organization interested in becoming a factory of the future is a good candidate for implementing SyncView software. SyncView is the ultimate tool to enable every member of your organization to access the information that they want, when they want it. Enterprise systems' and live machine data can be connected to create a unique, on-demand view of business and operations

information that's relevant to any individual. Real-time data is available anytime, on any device, and eliminates the dependency on custom-developed reports, stale business dashboards, and cumbersome external system data analysis.

### 3. What is a Communication Board?

A Communication Board is a customized, personalized view of data to monitor operations activity, equipment, costing metrics, and process status in real-time. SyncView™ Communication Boards may be used to:

- Broadcast real-time metrics on large screen monitors in the center of the manufacturing floor
- Access plant performance statistics while offsite via a tablet or mobile device
- Supplement every day decision making at your individual desktop spaces

SyncView software Communication Boards can be accessed using any device, and may be printed or easily shared with other team members.

### 4. Can anyone create a Communication Board in SyncView software? How are they created?

SyncView software was designed to give everyone within the organization the power to create Communication Boards - programming or coding experience is NOT required. The software's interface and menu structure is highly intuitive, making it easy to use from standard or mobile devices.

To build a Communication Board, users simply drag and drop existing visual elements onto a Board canvas, or create their own content by connecting to available, easy-to-access data. Boards can reflect high-level enterprise status or information specific to a work cell or machine. They may be easily shared with others and/or reconfigured as needs change. From the Board, users can quickly drill into detailed information to drive decisions and more focused actions.

### 5. How can I use SyncView software to improve flow and energize my continuous improvement activities?

SyncView software transforms your business processes by exposing connected data and encouraging action. All of your role-defined data among groups and individuals is accessible and can be presented in an unlimited amount of display and data configurations. Enabling users with connected data that matters to them means:

- Machine operators can view machine metrics in real-time to take corrective action and more consistently meet production goals.
- Engineers can connect to unlimited machine sensors to investigate and diagnose production performance factors for continuous improvement initiatives.

- Supervisors have the ability to simultaneously see productivity, labor, and quality data to assess factory throughput in real-time on a mobile or tablet device, while on the manufacturing floor or offsite after hours.

SyncView™ software builds collaboration through complete transparency, ensuring that everyone is working from the same data, with clear priorities. This day-to-day interaction brings more clarity and focus to continuous improvement initiatives.

## 6. What type of data/systems can I access through SyncView software?

SyncView software can connect to any data source residing within a database through either standard or custom plugins. Standard plugin options include:

- SQL Server
- XML
- MS Excel
- MS Access
- Oracle
- Other Synchrono® Demand Driven Manufacturing Platform systems

When SyncView is installed alongside SyncOperations™ software as part of the Synchrono® Demand Driven Manufacturing Platform, data is collected and available for analysis from both machines and enterprise systems. In the factory of the future, being connected to machines means being connected to empowering information. SyncView is the ultimate viewer and information builder for the rich data available via SyncOperations. SyncView software, as a component of the [Synchrono® Demand-Driven Manufacturing Platform](#), provides extended visibility and benefits to other Synchrono® integrated solutions. For example, you can:

- Quickly see all issues logged in [SyncAlert™](#), real-time alert notification and escalation software, that are open or in process.
- Display information like supplier performance, supermarket health, and replenishment signals as they move through the organization through [SyncKanban™](#), pull-based inventory replenishment software.
- Alert [SyncManufacturing™](#) planning, scheduling and execution software to provide the real-time information needed for instant planning and scheduling adjustments.

## 7. How is SyncView software sold and implemented?

SyncView software is sold individually or as part of the Synchrono Demand Driven Manufacturing platform.

SyncView software is web-based and is available on a SaaS (software-as-a-service) model and hosted by Synchrono®, or sold on a traditional site license model and implemented on premise.

---

## **8. When I am buying SyncView™ software, what kind of implementation support can I expect? What about training support?**

The Synchrono® implementation methodology and [InSync](#) post go-live services ensure a successful adoption and a meaningful return on investment of the software. Using a collaborative approach with your team, we model a system for your environment, implement the solution, and transform your business processes and results. Following deployment, Synchrono offers continued support and ongoing services to ensure complete transformation.

Role-based training and user-friendly screens ensure your team will become high performing users quickly and effectively.

## **9. What are the requirements for implementation, including infrastructure and other Platform components?**

SyncView software is optimal with real-time manufacturing, flow, and operations data enabled, which is accomplished when installed as part of the Synchrono Demand Driven Manufacturing Platform. Additionally, SyncView software can connect to any other enterprise data that resides within a database.

Infrastructure requirements vary from site to site and depend on whether the software is implemented as a hosted SaaS, or on-premise system.

## **10. How long does it currently take to implement SyncView software?**

Every implementation varies based on environment and whether SyncView is hosted by Synchrono or installed on site. SyncView can be fully implemented within as few as 6 weeks.

## **11. Do you have current client feedback that details the value of their SyncView software implementation over time? Do you have client references that I can contact?**

Yes; please [contact us](#) to arrange for a client reference that is similar in scope and requirements to your environment.