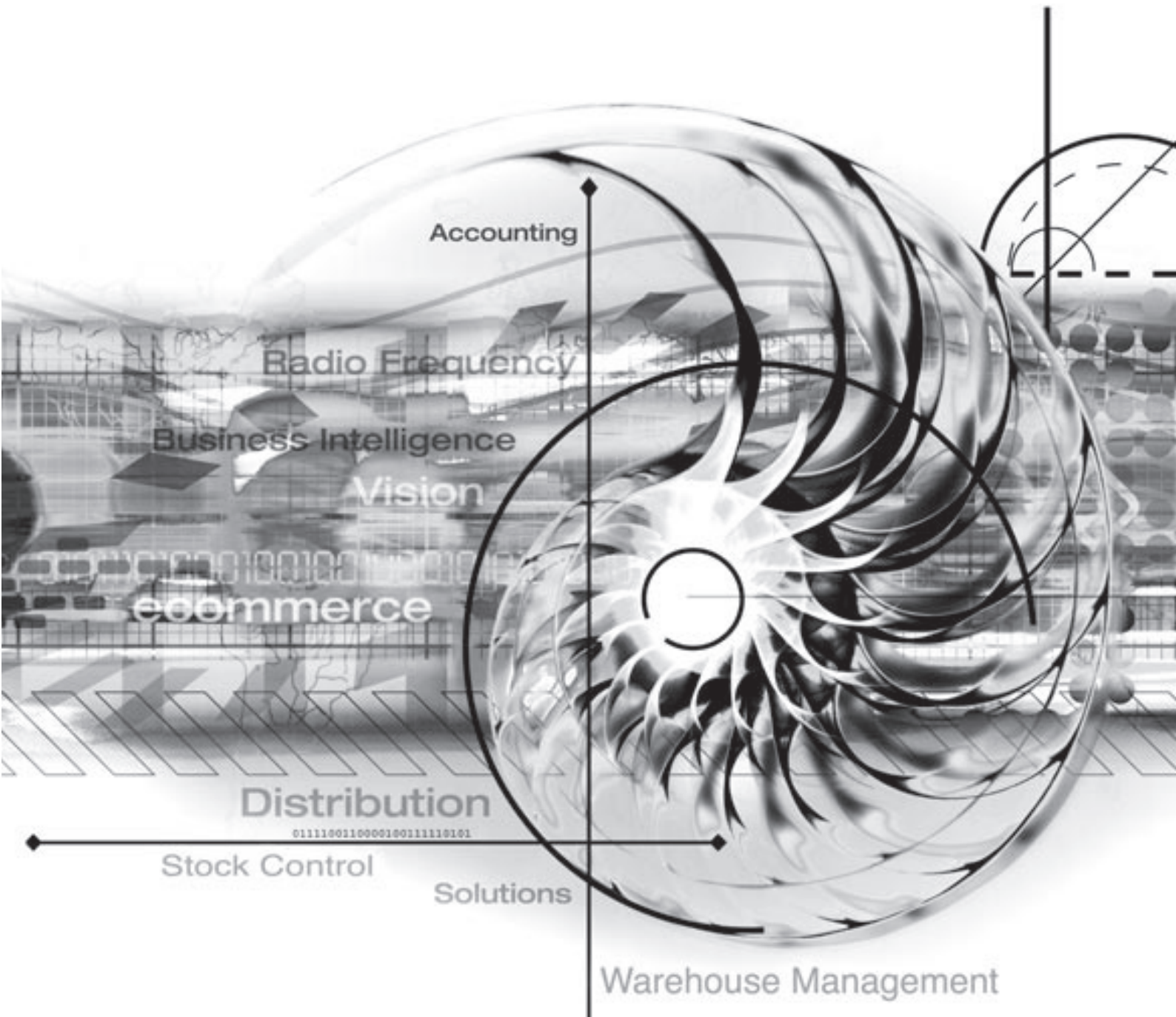


IMPLEMENTATION PROCESS PLAN FOR SUCCESS



IMPLEMENTATION PHILOSOPHY



A key aspect of any successful implementation is the quality of the team assigned to work on the project. The breadth of business processes that are addressed by PROTEUS® require that implementation projects are professionally managed to co-ordinate the installation and minimise disruption. Proteus Software personnel have the necessary skills, experience and proven track record to help ensure that this happens.

All of our experience confirms that the foundation of every successful project is a harmonious partnership with the client and this is our philosophy.

We aim to ensure that 'knowledge transfer' is achieved. In order to avoid dependence upon ourselves, members of the Client's Project Team are appropriately trained to understand the structure and operation of the PROTEUS® software.

Our experience indicates that a few key factors lead to successful project implementations, and should be explored before embarking upon a new implementation:

- Management champions and support
- Collaborative working approach
- Agreed realistic timescales
- Clearly expressed business goals
- Defined operational requirements
- Early identification of risk
- Change management issues action
- Detailed planning, preparation and participation
- Excellent training, testing and tasking
- Clear communication – internally and together

Our guide for client implementations of PROTEUS® solutions has been developed over time and provides a proven blueprint to help determine the tasks and effort involved. A key part of the process and plan for success is **risk management** with the assessment and clear communication of any areas needing action.

A detailed implementation plan will be prepared following the initial project meeting. In addition to structured training, these services include installation, technical support, application consultancy support and project implementation support from a Director of Proteus Software. Proteus Software personnel will work in close support of the Client's Implementation Team and the Proteus Champion within our client's organisation.

Proteus Software and our experienced staff are always available to provide support and consultancy during or after the implementation.

IMPLEMENTATION PROCESS



Many differing client implementations have resulted in the definition of a successful process for the implementation of PROTEUS® achieving of 'live' operation of the software, in a controlled and assured manner.

Listed are the typical elements of our implementation process and approach in working with the Client Project Team during the selection process and project implementation:

Solution Presentation

During the early stage of the selection process we will provide an overview presentation of the functionality available within the PROTEUS® solution. This is normally a high level presentation, as we are developing our knowledge of individual client requirements and business processes.

Solution Demonstration Workshop

Once the Operational Requirements Review is complete, we are able to prepare a full Solution Demonstration Workshop and review the full business processes that are required using PROTEUS®.

Initial Project Review Meeting

Having secured commitment to the implementation, we will arrange a project meeting to confirm the scope and define the business objectives with the Client Project Team.

Operational Requirements Review

Having established the suitability of the PROTEUS® solution to meet the high-level client requirements, we undertake an Operational Requirements Review that documents the business processes and methods of operating using the PROTEUS® solution.

Implementation Outline & Project Plan

The standard PROTEUS® implementation plan ensures client specific requirements and circumstances are incorporated, enabling us to prepare a project and work plan, with key dates.

Client Questionnaire

A Client Questionnaire remains with each client, to act as a prompt, to record the work undertaken, and to set up details noted for future reference and review.

Implementation Task Schedule

The PROTEUS® Implementation Task Schedule details, by each functional module, the key tasks associated with the set up and implementation.

Implementation Responsibility Schedule

To ensure clarity, the PROTEUS® Implementation Task Schedule details those implementation tasks that are the Client Project Teams' responsibility, as well as those that are joint responsibility, and those that are the sole responsibility of Proteus Software.

Implementation Project Reviews

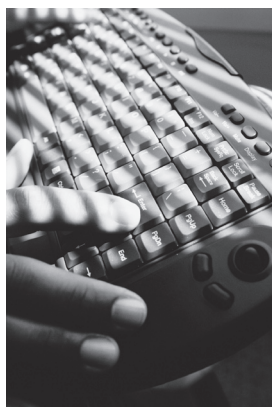
On a regular basis Project Review Meetings will be held between Proteus Software and the Client Project Team. These meetings will be used to review the project plan in terms of timescales and resources, with agreed actions noted.

System Proving

An important element of the implementation process is validating that the chosen company design and set up has been suitably configured for the business operating requirements, and that other elements of hardware and software are working correctly.

Proteus Software staff will guide the Client's Project Team through the implementation process and will work in close partnership through the process of 'live' operation and beyond, ensuring each client achieves optimal benefits and value for money through the use of PROTEUS®.

IMPLEMENTATION SUPPORT



A partnership approach is key to the successful implementation of the PROTEUS® solution. It is our policy to actively involve an Application Support Consultant and a Director of Proteus Software as early as possible in a new installation, often starting at the pre-sale stage of a new system selection. This enables us to maintain continuity of contact and support with our client, and enables the Proteus® Implementation Team to gain full understanding of the client's installation.

Proteus® supports the Project Implementation Team in completing the implementation process in the most effective manner, enabling us to achieve our goal of 'knowledge transfer'. Proteus Software provides a range of support services for the project team and client staff.

Operational Requirements Review

The Operational Requirements Review document will be revisited and refined by the team during the implementation process and training as knowledge continues to develop.

Project Risk Assessment Review

As an element of the internal quality process, Proteus Software will undertake a Project Risk Assessment following the Initial Project Review Meeting. This will identify the key aspects of the implementation project, the potential risks, and the critical elements of the project.

Application Software Classroom Training

Proteus Software provides professionally written and structured training courses. We believe that good training and user co-operation are a key foundation for the success of a new implementation.

Our intention is not to directly train all our client's users, so the standard course materials are primarily designed for the appointed System Supervisor (Proteus Champion) and where applicable, the departmental team leaders/ managers.

Application Support Consultancy

The role and contribution of the PROTEUS® Application Support Consultant is a key role within the project. They will work closely with the Client's Champion to provide guidance on the set up of the PROTEUS® Solution. The role is outlined in more detail overleaf.

On-Site Training

We assist the client's implementation team to determine the hands-on training required for operative staff, once the system set-up has been defined. and the specific business processes to be implemented have been agreed.

Business Process Testing

Experience confirms the critical importance of testing the solution set up, proving of the business processes and reviewing the quality of data before going live. The Proteus implementation process is built upon assisting our clients through the business process testing.

Going 'Live' Support

The Proteus process includes a provision for on-site support by the PROTEUS® Application Support Consultant during the first few days of live operation of the PROTEUS® Solution. This provides the client team with immediate response and direct assistance in any unforeseen situation.

Help line Support

Our Help line Support Team is a full-time telephone support facility, based in our Birmingham office where the software development team is located. Unlimited support is provided over the telephone, remotely via dial-up modem or VPN. It is therefore essential to be linked to the server and a dedicated direct telephone line or network at all times.

Proteus Software will be pleased to prepare an appropriate implementation support services plan that is specifically designed for your organisation to help achieve the agreed business objectives.

APPLICATION SUPPORT CONSULTANCY



If the client wishes to review the business processes with the implementation of PROTEUS® in mind, consultancy services may take place at either Proteus Software or the clients' office. They can take advantage of a workshop approach. Application Support Consultancy days are geared towards determining an optimum structure and parameter set up. This enables PROTEUS® to be easy to use, mapped to processes and ensures that the right information is extracted in the right format, for better managerial decision-making.

Through experience we are able to determine approximately the number of support/consultancy days required in a typical client implementation up to the point of 'live' operation. It is not always possible to predict precisely the number of days required for any individual client, as these vary dependent upon a number of factors.

The Proteus Application Support Consultant will guide the Client Project Team through the implementation process. The days provided are intended to be used as milestone points during the clients set up/data entry work.

The Application Support Consultant ensures effective communication between Proteus Software, the implementation team and the Client Project Team.

The Proteus Application Support Consultant is assigned the following implementation co-ordination responsibilities:

- Scheduling and attendance at any progress meetings at the client site.
- Scheduling training on or off site for PROTEUS®, Progress and any bespoke software.
- Implementation tasks identification.
- Installing software.
- Data conversion definition (if any).
- File set up and data integrity checking.

At each visit the Proteus Application Support Consultant will agree the tasks/work that need to be accomplished prior to the next visit, agree the date of that visit and indicate any other points requiring consideration by the Proteus Team. In this manner the full implementation can be achieved in an agreed timescale and with minimal use of consultancy time. If you wish to have more hands on involvement from the consultant on any topic this can be agreed and provided

Proteus Software will be pleased to assist in the preparation of a review document focusing upon these key areas and the operational processes involved. This will help determine the benefits provided by the implementation of the Proteus Warehouse Management Solution.

OPERATIONAL SUPPORT



Having successfully achieved the 'live' operation of PROTEUS[®], the ongoing operational support of the solution is an important consideration. Proteus Software has an established pedigree for providing high quality support and problem free computing, with responsive support should issues arise.

We have developed a range of support services to ease the complexities involved in the operation of a 'mission critical' solution covering the following elements:

Helpline Support

Our Help line Support Team is a full-time telephone support facility, based in our Birmingham office where the software development team is located. Unlimited support is provided over the telephone, remotely via dial-up modem or VPN. It is therefore essential to be linked to the server and a dedicated direct telephone line or network at all times.

Software Support

We provide software support for both the standard PROTEUS[®] software programs and any bespoke software modifications undertaken by us to meet specific client requirements. In addition, we provide first line support for any database, operating system or third party software support included as an element of our solution.

Equipment Support Administration

We offer an equipment support administration service to clients covering any server, radio frequency equipment, printers, network devices and workstations or terminals provided within the solution. This will cover first line support and fault registration to the OEM, easing the complexities involved in the management of the process.

Solution Updates and Upgrades

Software updates are regularly provided, under the terms of our support service, for both PROTEUS[®] and the database software. In addition, we provide an upgrade service for any client who prefers our staff to upgrade their system in both test and live mode.

Post Implementation Audits

It is recommended that clients undertake a post implementation review attended by a Proteus Application Consultant who will be able to determine any business process gaps and enhancements that might be desirable, as well as assisting in any cost benefit review.

Operation Business Process Reviews

As a part of any normal software upgrade processes, particularly where software modifications are involved, we recommend a Proteus Application Consultant review clients' business processes to ensure any changes of both software and business development are considered.

Ongoing Consultancy

Business growth and personnel changes often have an impact upon the use of the solution within any organisation. Proteus Application, Technical and Development Consultants will often be involved in detailed reviews, providing consultancy to ensure our clients secure the maximum business benefit of the PROTEUS[®] solution.

Proteus Software staff will guide the Client's Project Team through the implementation process and work in close harmony through the process of 'live' operation and beyond, to ensure that each client achieves tangible benefits and value for money from the use of PROTEUS[®].

PARTNERSHIP SOLUTION DELIVERY



Your business is Warehouse Centric, so your business software should also be [Warehouse Centric](#) to optimise your order to cash cycle and support your future growth.

The warehouse or distribution centre is the engine driving inventory management and the delivery of goods to your customers, and ultimately their satisfaction.

If your business is based on the distribution of products to demanding end clients who put pressure on the supply chain for perfect order fulfilment, you need an integrated inventory and warehouse management solution as a solid foundation to your business processes.

For nearly 20 years Proteus Software has been providing integrated Warehouse Centric solutions and has a track record of delivering successful projects for more than 500 clients across the world, from owner managed businesses to blue chip organisations. Whether coupled to your existing enterprise system or fully integrated with the PROTEUS® supply chain suite, PROTEUS® delivers ultimate management control over the distribution cycle.

The knowledge of our staff in the Proteus Centres of Excellence, their long-term commitment to our business, our customer loyalty and client retention, are all testimony to the close partnership we build, and the sound return on investment we deliver to our clients.

The combination of highly functional and robust software solutions with the extensive business and technical knowledge of our staff ensures that the solutions we deliver become the power behind your excellence in warehouse efficiency.

The ultimate success of PROTEUS® implementations are measured by our ability to provide solutions that allow our clients to focus upon improving their own customer services and profitable business generation.

Having determined and quantified the cost benefits to be derived from any solution implementation, it is important that responsibility for key operational elements is assigned to individual members of company staff. It is also important to stipulate the timeline within which the cost and operational benefit should be delivered.

Proteus personnel have a proven, assured record of successful support of our clients to implement new business processes and solutions to support operational improvement and business growth.

Proteus Software will be pleased to assist in the formulation of a cost and operational benefit delivery plan and provide assistance to each staff member and the company if required.

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