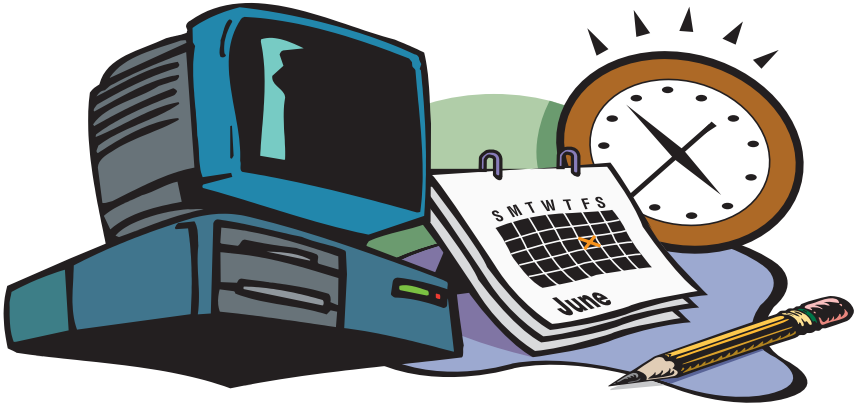


ProfitKey///
INTERNATIONAL, INC.®

Quick Start Program

**Implementation, Education
& Training**





ProfitKey's Quick Start program helps assure complete Rapid Response Manufacturing Client/Server (RRM C/S) implementation in 90-120 days. Program components include a proven

- **Multi-Step Implementation Process**
- **Unlimited Education Program**
- **Context Sensitive On-line Help**
- **On-line Tutorials**

Consulting and training resources are provided to deliver the necessary education and assist customers through the implementation process.

Customer benefits include faster return on investment and lower implementation costs.

ProfitKey///
INTERNATIONAL, INC.®

382 Main Street Salem, NH 03079 1-888-6-PROKEY FAX: 603-898-7554 www.profitkey.com

Step 1: Project Planning

- Executive orientation/involvement
- Goal Setting
- Organization issues
- Work-flow analysis

Step 2: Installation

- RRM C/S installation by PKI
- System start/shutdown, backup, maintenance training

Step 3 : Classroom Education

- RRM C/S training sessions
- Use of customer specific data

Step 4: Implementation

- Master file completion
- File transfers
- Procedure implementation
- User orientation
- Readiness audit

Step 5: Cutover and Support

- Execute cutover plan
- Load and validate dynamic data
- On-going support

After ProfitKey Rapid Response Manufacturing Client/Server customers have completed their initial education, this program provides all users of the system with **unlimited classroom education at no charge** on a space-available basis for period of two (2) years from the date of the original license agreement.



This comprehensive program assures our customers that all users will receive the proper amount of education to efficiently and effectively use the software. Users are able to schedule refresher courses as well as taking courses in other cross functional areas of the system at no charge.

Education of both the project team and the system users is the foundation upon which the Quick Start program is built. One of the major benefits of this education is that both groups of people receive a complete and thorough understanding of the RRM C/S software from an integrated information flow and business perspective.

RRM C/S education classes and training sessions, wherever possible, utilize customer-specific data. In this way, users actually see how their data will be used throughout the system and how the software supports their existing order cycle.

At this point in the education process, the project team and system users have gained enough knowledge of the RRM C/S system to begin actual usage of the product. The next step of the program is to conduct a "system test" in which a small sub-set of orders is processed in the system. The results of this test are then compared to the results from the current system, where applicable. Procedural changes are then identified, discussed and agreed upon. These changes are then incorporated into the final implementation program.

After successful system testing, the system is ready to be implemented in a production mode. The training provided at this stage is in the form of “hands-on” problem identification and resolution. A feedback loop is created whereby any issues arising during implementation are quickly identified and resolved. Training during this phase will alternate between individual training to support day-to-day functions and additional classroom-type review sessions for a given module.

Under this plan, education courses are offered in the following areas and are held at the ProfitKey Corporate Training Center in Salem, NH.

- Custom Manufacturing
- Purchasing
- Financials

Additional, courses are available and are held at the ProfitKey Corporate Training Center in Salem, NH or on-site at the customer’s location.

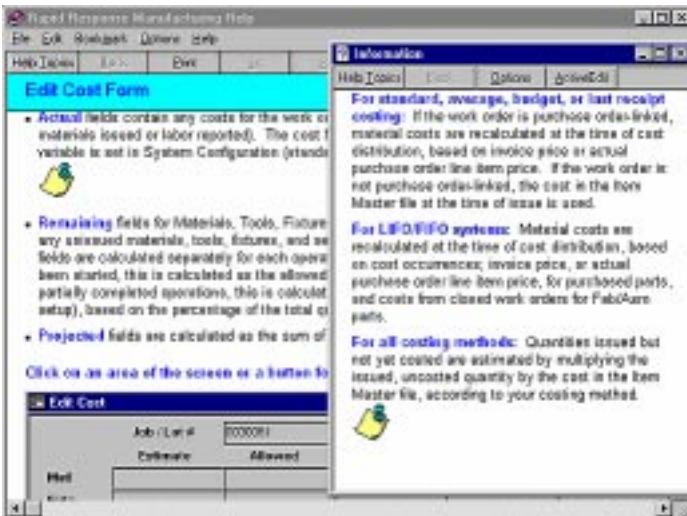
- Scheduling Methodology Evaluation
- Constraints Management
- Sales and Manufacturing Order Cycle
- TQM (Total Quality Management)
- Capacity Management
- Materials Management
- Performance Measurements
- Project Management
- Team Solving Techniques
- ISO-9000 / QS-9000 Audit Support
- Costing
- Job Descriptions
- Team Building
- Windows 95
- MRP Training

The RRM C/S system has all of the documentation for thirty (30) modules on-line and is easily accessible by all users. Context sensitive definition and “how to” help is available from either the help menu or F1 key functions.

The on-line help system provides a number of convenient user features including:

- “find”
- “index”
- “table of contents”
- query tutorial
- preference tutorial
- “jumps” allow multi-module users to navigate easily
- annotated help - for user procedure customization

This on-line help has several ease-of-use and quick implementation benefits. System implementers and users can access what they need *quickly*. Reference pages can be made accessible merely by selective printing, and the “**jumps**” feature allows users who use multiple modules to integrate help and become productive more quickly.



Computer-based tutorials are also provided to assist systems administrators and user personnel. These tools, which are available directly from the system “help” functions, can be used to assist RRM C/S users who are unable to attend formal education classes or veteran users wanting to brush up on their skills. In either case, users can learn at their own pace.





The Master File and query tutorials help systems administrators and advanced users set up, use and maintain these features. Application tutorials assist users with their productive use of the system.

Setting Master Listing Preferences

Selecting Fields for Column Headers



To remove a field from the Chosen Columns List, select the field and use the Left Arrow button to move the field back to the Selectable Columns list.

CUSTOM MANUFACTURING Overview

The ProfitKey system is a powerful, comprehensive management tool that will help users plan, schedule and control their shops. This course describes the basic approach used by ProfitKey to enable users to achieve accurate costing, higher machine and manpower utilization, improved deliveries, and increased cash flow.

The basics of the ProfitKey scheduling and control functions are best described including the major steps involved with processing an order, defining the operations and material requirements, establishing scheduling, releasing the order, issuing materials, labor reporting, and closing the order when finished.

ProfitKey's Custom Manufacturing RRM C/S Course provides a complete four (4) day hands-on overview of custom and standard product order life cycles (step-by-step) from estimating and scheduling through shipping and invoicing.

PURCHASING Overview

The Purchasing module is designed to familiarize users with functions, relationships and requirements. This course encompasses the full range of activities required in the procurement process.

The course teaches the user how to identify planned or actual manufacturing material requirements; issue Request for Quotation, Blanket Orders and/or Purchase Orders, and to provide for the linking of work order generated requirements to specific deliveries. The Purchase Order receipts function is discussed, as well as order kiting and material dispatch upon receipt, along with the actual material cost flowing to specific work orders, and the interface to A/P invoicing as well as closing and purging.

FINANCIALS Overview

ProfitKey's Financials Course is a complete two (2) day hands-on overview of the integrated General Ledger, Accounts Payable, and Accounts Receivable modules.



LISTEN TO WHAT OUR CUSTOMERS HAVE TO SAY...

“Everyone said Eastman Chemical’s implementation of Rapid Response Manufacturing would not be up and running within three months... And they were right! It took ProfitKey’s dedicated professionals three and a half months.”

***Eastman Chemical
Eastman, TN***

“The implementation approach from ProfitKey helped us identify where we had conflicts with policies and create procedures where they were needed.”

***U.S. Filter/Davis Inc.
Thomasville, GA***

“ProfitKey offered a lot of support, including internal support, Professional Services, and the User Group.”

***Kimchuk, Inc.
Danbury, CT***



ProfitKey///
INTERNATIONAL, INC.®