![syncmanufacturing logo]

FAQs
Frequently Asked Questions

1. What are the benefits of SyncManufacturing software?

SyncManufacturing software is the **only** demand-driven planning, scheduling and execution software that allows you to synchronize processes and prioritize your entire order-to-delivery cycle using exclusive CONLOAD™ technology. CONLOAD ensures that the work released to the shop floor is in full priority alignment, clearing congestion and driving flow.

SyncManufacturing software allows you to experience the following benefits:

- Generate automatically-built, prioritized, adaptive schedules
- Manage execution variability in real-time
- Reduce inventory and work in process materials
- Optimize shop floor workflow
- Reduce cycle times and achieve ongoing consistency
- Ensure on-time deliveries
- Promote continuous improvement
- Increase capacity
- Increase throughput

Clients have achieved the following results using SyncManufacturing demand-driven software:

- Doubled revenue in 2.5 years
- Reduced lead times from 3-4 weeks to under 5 days
- Improved on-time shipments from 50% to 98%
- And more…

2. How does SyncManufacturing software work?

When customer orders are received, SyncManufacturing software will:

1. Assess material and capacity availability to determine a fully vetted capable-to-promise date.
2. Adaptively schedule the new order into the system, reserving its materials and capacity.
3. Provide visibility of the order status and any related issues throughout the organization, so the production team, supply chain management, customer service, sales and leadership teams are all working from the same system with up-to-the-minute information.
4. Control the release of orders to the manufacturing floor so that it's in alignment with the demonstrated production rate of the factory. This creates pull and flow throughout the operation. Work is gated into the system and controlled by CONLOAD™, a patented capability within SyncManufacturing software that regulates workflow into the production environment.

SyncManufacturing software also manages any variability in real-time, as the work is being processed through the system. The software monitors the *impact* of variability too, and will communicate actionable information to the appropriate users when the level of variability is going to have a negative result they need to address.

SyncManufacturing software aligns priorities to meet customer delivery requirements by synchronizing workforce, methods, materials and machine-level input. By managing constraints and driving workflow from order entry through delivery, SyncManufacturing ensures that the entire organization is in alignment to maximize flow, throughput, and overall customer satisfaction.

3. Who uses SyncManufacturing software?

SyncManufacturing software can be used by production teams, supply chain management, customer service, sales, and leadership teams to bring about significantly improved levels of performance for the organization. Once implemented, users access the software through standard or mobile devices where easy-to-navigate screens are built to specifically aid them in their roles, providing data and information that matters. Screens can be easily reconfigured to meet new challenges such as expansion or changes to workflow, so everyone is working from synchronized information, enabling them to execute flawlessly on customer demand:

- *Production and supply chain personnel*: Work from an order-centric, flow-based schedule that manages production in real time from a value-stream perspective.
- *Customer service and sales*: Ensure customer demands are met on-time, every time, by using SyncManufacturing to understand the true capacity of the business to handle customer needs.
- *Leadership*: Drive continuous improvement efforts by increasing throughput, reducing inventory and making strategic supply chain decisions to positively impact customer satisfaction.

4. Does SyncManufacturing software work in complex, multi-site environments?

Yes; SyncManufacturing software works effectively across complex, multi-site environments to enhance flow and improve visibility. It delivers actionable information that allows you to manage and respond to variability before it undermines production. SyncManufacturing aligns execution and eliminates unproductive buffers between organizational silos in even the most complex environments.

- SyncManufacturing can be used to simplify cross-company transactions in multi-site environments.
- SyncManufacturing signals do not generate posts (P.O.s, bills of lading) within your ERP financial software.
- Entire value chains can be simultaneously scheduled across multiple sites, locations, and cost/profit centers.

Using SyncManufacturing software, clients with even the most complex environments experienced reduced lead times (from 3-4 weeks to under 5 days in some cases) and increased machine-level capacity by 35%.

Read our case study on client, Sumiden Wire, to learn how SyncManufacturing software works in complex environments. Sumiden Wire offers multiple packaging options; manages hundreds of different customer specifications; and offers a product line of 10,000 items. This complex environment increased production by 10% in just one month.

Other clients have experienced more consistent relationships and enhanced transactions with multiple suppliers across disparate geographies and have been able to more visibly manage flow of materials in extremely complex engineer-to-order, configure-to-order and make-to-order environments. Finally, when using SyncAlert™ as the notification and escalation software module of SyncManufacturing, clients can save significant time resolving issues related to flow and improving their response to production interruptions.

5. Which ERP systems integrate with SyncManufacturing software?

Synchrono® can integrate with any ERP system, and already has been integrated with most major ERP systems in all types of IT environments. SyncManufacturing has the advantage of being able to connect to any existing system and make your entire operation more demand-driven and customer focused using its CONLOAD™ patented workload scheduling capability. As a web-based solution, we minimize the impact of integrations on our customers. In some cases, we engage partners who specialize in particular ERP systems like SAP, Microsoft Dynamics AX, GP, and NAV and Visual Manufacturing.

6. Does SyncManufacturing software replace an ERP system?

SyncManufacturing software does not replace an ERP system, but integrates with it to become the real-time planning, scheduling and execution system. Our software leverages the investment you have made in ERP, which remains the system of record for accounting, sales and customer service, engineering, HR,

maintenance, and purchasing. We simply plug in to the ERP data to give your organization world-class planning, scheduling, and execution as an addition to the capabilities you have within your existing ERP.

If you do not have an ERP system, you can use SyncManufacturing software to manage your entire planning, scheduling and execution process. SyncManufacturing can be used independently or as the nucleus of the Synchrono Demand-Driven Manufacturing Platform.

7. How is SyncManufacturing software sold and implemented?

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

SyncManufacturing installed as a standalone product provides incredible business value. SyncManufacturing provides an even greater return when implemented with other components of the Synchrono Demand-Driven Manufacturing Platform, where it:

- Clearly communicates operational performance and status via **SyncView™** software.
- Adjusts the production plan as needed based on escalation and action plans communicated from **SyncAlert™** software.
- Incorporates the status of kanbans and supermarket health from **SyncKanban™** software into integrated manufacturing and execution plans.
- Dynamically aligns production resources based on machine status signals from **SyncOperations™** software.

Learn more about the Synchrono Demand-Driven Manufacturing Platform here.

8. What are the requirements for implementation (e.g. what data do I need to have in terms of infrastructure or other platform components)?

Infrastructure requirements vary from site to site and depend upon whether you choose a hosted SaaS-based, or on premise implementation. From a data perspective, SyncManufacturing software is going to require typical planning and scheduling data like customer orders, purchase orders, item master, bills of material, routings, and inventory. Rest assured, we have never walked into an environment where the customer is happy with their data accuracy at the start of the implementation, but based on years of experience, Synchrono consultants will help your team to focus on the data that matters most and the path that is most effective. Rarely has the data caused a delay in an implementation of SyncManufacturing software.

When implemented as a stand-alone system, SyncManufacturing software provides significant value. And when implemented as part of the entire Synchrono® Demand-Driven Manufacturing Platform, your organization will reach new levels of visibility, performance and efficiency. Based on our years of experience in implementations, we are confident that whatever your environment, SyncManufacturing will improve flow and increase production effectiveness.

9. When I am buying SyncManufacturing software, what kind of implementation support can I expect? Training?

The Synchrono® implementation methodology and InSync post go-live services ensure a successful adoption and a meaningful return on your investment in 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.

10. How long does it currently take to implement SyncManufacturing software?

Every implementation varies based on environment and whether SyncManufacturing software is hosted by Synchrono® or installed on site. Implementation timelines average about four months.

11. Do you have any current client feedback that details the value of their SyncManufacturing 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. Or, **register to attend a webinar** that demonstrates how SyncManufacturing™ software can synchronize and prioritize your entire supply chain. You can also contact us to request a private demo.