

# Prescient Services Overview

## FACT SHEET

### MAXIMIZE THE VALUE OF YOUR PRESCIENT SOLUTIONS

Today's retail market is competitive and challenging. If you want to produce goods faster, keep inventory levels low, and store shelves filled, you need to get as much as you can out of your Prescient solution. We'll help you get your supply-chain solutions up and running, train your people, and re-tool your business processes to help you gain previously unheard of efficiencies.

Prescient provides a full array of services to meet the dynamic needs of the marketplace, including:

- ▶ Implementation Services
- ▶ Business Optimization
- ▶ Technical Services
- ▶ Education
- ▶ Business Process Outsourcing
- ▶ Support

### IMPLEMENTATION SERVICES

#### **Prescient's proven implementation methodology ensures your success.**

We focus on time to deliver, quality, knowledge transfer and attainment of business goals. Our proven implementation methodology ensures success. Our teams are skilled to assist in project planning, management, business process reengineering, application configuration, technology implementation, training, testing and rollout.

**Expand your Prescient footprint.** As part of the implementation process, we strive to transfer knowledge successfully to you so that you can maintain and scale your Prescient solution with minimal assistance from us. However, some clients need our help to expand the solution footprint within their organizations, such as a rollout to another business unit, on-boarding additional trading partners, or expanding the use of Prescient to include a specific feature within a module.



#### What Our Customers Say...

*"I just wanted to let you know how much we enjoy working with your team. All of the guys we encounter are entirely helpful. They clearly know the system very well and work hard to not only resolve our questions and concerns, but go the extra mile to create solutions. We work with other software providers that can't touch your level of service."*

*Jimmy Simonte  
Director of Supply Chain Logistics  
Domino's Pizza*



[www.prescient.com](http://www.prescient.com)

**Upgrade your Prescient solution.** Our frequent releases or turns are always rich with features/functions designed to enable new or improved business processes. Or gain further benefit by automating your solutions through interfaces and batch driven processes. Prescient will help you evaluate and implement new releases or turns of our technology to determine if the upgrade is right for you.

**Customized documentation.** In order to insure you don't lose value from your Prescient solution over time as a result of employee turnover, Prescient has the ability to create customized procedural guides. These guides are specific to your company in terms of data, business process, screen shots, etc., and offer a daily, weekly, an/or monthly explanation of the responsibilities for the planner or analyst. They're an excellent way to insure that a new user clearly understands how to do their job and adheres to the company's desired procedures.

## BUSINESS OPTIMIZATION

**Assessments.** Prescient offers an array of assessments that examine the current state of your business and identify the areas of opportunity that will enhance the performance of your existing system and give you the best results fast. It's an excellent way to extend and enhance overall performance, achieve a wide range of new capabilities, and maximize the value of your investment. Our portfolio of assessments includes:

- ▶ **Supply Chain Assessment** - Evaluates your supply chain business practices and technology to identify short-term efficiencies as well as longer term solutions. Want to take it a step further? Prescient can analyze your company's actual data within our application to determine even more opportunities for supply chain efficiency.
- ▶ **Scan Based Trading Readiness** - This assessment evaluates your current business practices and technology, identifies quick wins, and provides a road map for longer term scan based trading initiatives.
- ▶ **System Configuration Evaluation** - We evaluate your Prescient database (either on or off-site) to uncover opportunities for more efficient configuration, better performance, and general system maintenance.
- ▶ **Shrink Assessment** - This assessment looks at your business practices and performance issues around shrink. We compare your shrink to industry benchmarks, and recommend ways to improve your business practices and reduce shrink.

## TECHNICAL SERVICES

Your technology has to be ready and able to support your organization's goals. To that end, Prescient provides a variety of technical services, including:

**Technology Consulting.** We offer a full range of technology consulting skills including installation and technical training of the Prescient licensed modules, database setup, batch scripting and technical troubleshooting the Prescient system.

**Software Enhancements.** Our clients often choose to accelerate delivery of software enhancements by funding the development effort. All feature development must be evaluated by Prescient to ensure it fits with the product roadmap. The enhancement is then rolled into the next software release or turn.

**Database Migration Service (for Prescient Supply Chain Upgrades).** Prescient recommends that our clients stay current on the latest release of the software. To help with the upgrade process, we can provide off-site upgrade of your database. All you have to do is upgrade or install the new software version on your server and restore the already upgraded database. This approach saves time and minimizes risk because your database has been properly migrated.

**On-line Batch Conversion (for Prescient Advanced Commerce Upgrades).** Retailers or suppliers using on-line capabilities of our Advanced Commerce Engine will gain efficiencies by moving to a batch environment. This automated process delivers more accurate data and faster business processes.

**Database Health Check.** For constrained IT departments, Prescient offers an extensive review of the configuration and health of your database to ensure it is being maintained properly. This remote approach to database administration provides an inexpensive option for preventing failures.

## EDUCATION

Prescient is committed to providing robust educational programs that will keep you in the know and keep your business running smoothly. We offer different delivery programs, designed to meet your various needs:

**On-site Courses at Client Facility.** Prescient provides training on-site at the client's location. This is ideal when multiple personnel need to be trained on a similar topic. Course listings and costs are available on the Prescient website and extranet.

**Prescient Knowledge Exchange.** Prescient offers a quarterly training session at our offices in West Chester, Pennsylvania. Fees are based on a per-person, per-class basis, and discounts are available for attending multiple classes. Visit the Prescient website or extranet site for schedules and class descriptions.

**Customized Training Materials and Documentation.** Prescient will customize training materials to help you accomplish your goals around your Prescient solution. Our experienced technical writers will meet with you to determine your organization's needs, and assist in the development of customized courseware and training materials.

### BUSINESS PROCESS OUTSOURCING

The retail market changes on a daily basis. That means business processes are constantly evolving, trading partner requirements are always changing, and complex software packages have your staff stretched to its limit.

Prescient offers several business process outsourcing solutions that will have you up and running in no time flat, including:

**Analyst Services.** If you lack the resources or expertise to perform VMI planning, Prescient can provide outsourced VMI analysts. Using our proven and reliable technology, we will support your day-to-day VMI planning activities. Your monthly fees are based on the scope of work Prescient performs, as well as the complexity of the business requirements.

**Hosting Services.** Whether you have on-going IT constraints, or want to conduct a short-term evaluation of a new release or module, let Prescient host your environment. For a nominal setup fee and recurring monthly fee, we will monitor your environment and ensure that up-time commitments are met. You access the software through a secure Internet connection.

**Remote Management Service.** Taking hosting one step further, Prescient offers remote management of your entire system environment. For a recurring monthly fee, we take care of operating and maintaining your Prescient environment. This service expands upon the Database Health Check and Database Migration Services mentioned earlier.

## SUPPORT

Assistance doesn't end after your implementation. You need on-going support, and our offerings ensure that your requests for help, problem resolution, product enhancement, training, or other services are promptly addressed.

**Subscription Support (For Advanced Commerce clients).** In addition to the monthly subscription fee that provides use of our advanced commerce engine, a Subscription Support Plan gives you access to our domain experts for assistance with configuration, data integrity issue research and resolution, what-if analysis with business rules, and data management processing.

**Extended Maintenance.** For those clients who wish to pre-pay for annual maintenance of your licensed products, Prescient will apply a discount to the annual fee. Two- and three-year commitment programs are available.

**Tiered Support Levels (For Supply Chain Clients).** Protect your Prescient investment and your business with by selecting the level of support that's right for your organization. Whether you have constrained IT resources or want additional support services, Prescient has an offering that will fit your needs. The three support levels include:

- ▶ Standard
- ▶ Premium
- ▶ Premium Plus

*Please ask for the "Support Overview" for more details on each support level offering.*