

Introduction

Welcome to ShopVue! Your time and your business are important to us, and we want to ensure you have the information you need to start the ShopVue Buying Process.

At ShopVue, we aim for transparency. We know that selecting the right partner for your MES is a significant decision. We also understand that ShopVue is not the right fit for every company. Our product works best for discrete manufacturers with complex operations and a team-oriented culture. Successful implementation of ShopVue demands collaboration and transparent communication with employees in all roles, as well as dedication to continuous improvement.

In addition, we want prospective customers to be aware of the ShopVue Buying Process. Our comprehensive discovery and evaluation process requires team-wide commitment from both parties -- and is effective at ensuring you can make a well-thought-out decision in a reasonably short timeframe.

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Why ShopVue?

ShopVue stands out because of its:



Modular Architecture

Customers pay for only the features they need.



Quick Time to Value Implementation is typically completed in 8-12 weeks and customers achieve a positive ROI in 6-12 months.



Secure, Role-Based Access Unique permissions for operators, supervisors, human resources, and plant management.



Depth of Functionality Features include traceability and digital

work instructions.



User-Friendly Interface

Operators and supervisors love to use ShopVue.



Flexibility Both out-of-the-box configuration and on-demand customization based on the customer's needs.



ERP Agnosticism ShopVue works with almost any ERP--no need to replace an existing platform.



Integrations Connects to multiple thirdparty platforms (PLM, APS, QMS/QCS, payroll).



Focus on Value ShopVue enables continuous improvement.



Company Expertise More than three decades helping manufacturers optimize operations and recognize quick time to value.



Referenceability Hear first-hand how ShopVue has driven meaningful and measurable improvements in shop floor performance.



The ShopVue Buying Process: 5 Phases

Introduction: A ShopVue account manager will conduct an initial call to discuss and understand your business needs, explain how ShopVue modules and licensing work, review ballpark pricing, and identify team members and key stakeholders.

1 INTRODUCTION A Shop discus Shop TIMIN	A: WEEK 1 I DURATION: 2 HOURS / 1 SESSION OVue account manager will conduct an initial call to s and understand your business needs, explain how ue modules and and key stakeholders.
INTRODUCTION discus ShopV	s and understand your business needs, explain how ue modules and and key stakeholders.
	G: WEEKS 2-3 I DURATION: 4-6 HOURS
procession should	depth review of scope and requirements, the manufacturing is, routing, BOM, and reports. Upon completion, Discovery yield an assessment of how well ShopVue would fulfill the of your business.
TIMIN	a: WEEKS 3-5 I DURATION: 4 HOURS / 2 SESSIONS
in which the Te	hase centers on a comprehensive meeting with all stakeholders, ch each shares their individual perspective and priorities. Called am Survey, the discussion results in a well-defined requirements and a foundation for a company-specific product demonstration.
TIMIN	G: WEEKS 4-6 I DURATION: 24 HOURS / 2 DAYS
4 QUALIFICATION visit (S busine propos	urth step of the Buying Process often entails a two-day site te Survey). We'll become familiar with your manufacturing and ss processes, from start to finish, so we can deliver a detailed sal, timeline, and pricing you can count on. You'll also be able duct reference checks by speaking with existing ShopVue hers.
TIMIN	a: WEEKS 6-8 I DURATION: 8 HOURS
for the	eview the detailed proposal and contracts and outline objectives subsequent kick-off meeting. At this point, you've completed ection process of ShopVue as your MES congratulations!

TOTAL DURATION: 8 WEEKS



Implementation

After the selection process is complete, an implementation consultant (or team) is assigned to your project. The first milestone is a kickoff conference call to be held within two weeks of contract execution and receipt of the down payment.

On average, onboarding and implementation take about 8-12 weeks. A broad implementation timeline might look like this:

Activity	Date
KICKOFF MEETING & IMPLEMENTATION REVIEW	January
CLASS PREPARATION	February
SHOPVUE CONFIGURATION WORKSHOP*	March
CONFIGURATION/TESTING	March/April
CONFERENCE ROOM PILOT**	April
GO LIVE	April/May

Once implementation is complete, your ShopVue team will conduct quarterly meetings to ensure ongoing success.

*About the Configuration Workshop

A key early milestone of the ShopVue implementation process is the Configuration Workshop, hosted at ShopVue's offices in Portland Maine. ShopVue holds training workshops throughout the year, each with a limited number of participants. Registration is available only after the agreements are executed and the software is purchased.

During the ShopVue workshop your team will learn about ShopVue's technical details and how to configure the system for your specific needs. The workshop is a requirement for the customer's core project team and serves as the baseline for beginning the project deliverables. You and your team will work with a dedicated ShopVue Consultant during the workshop. We will conduct a detailed review to further validate your requirements, begin configuring some high-level process and workflow designs and establish a test environment so that, upon your return to your facility, you'll have a functional ShopVue system.

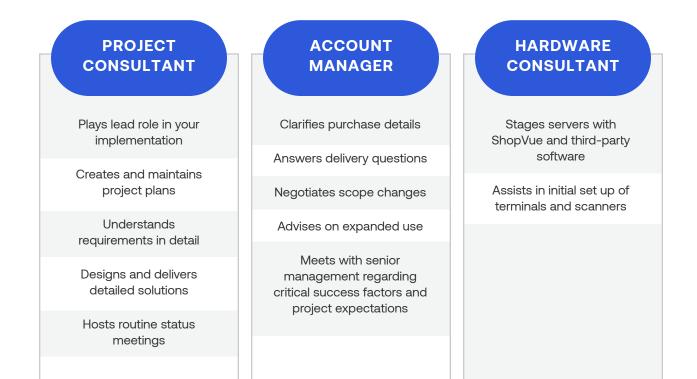
**About the Conference Room Pilot

The Conference Room Pilot is the culmination of a collaborative work model in which ShopVue's deliverables and the client's deliverables are brought together into a single environment; the Conference Room Pilot. It's during this phase that we test, adapt, and make appropriate modifications to move from a pilot to production.

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ShopVue Roles & Responsibilities

When evaluating ShopVue as a potential solution for your manufacturing operations, it's critical to understand who will need to be involved, on either side of the relationship. At ShopVue, resources are:



PROGRAMMER

Performs customizations

Creates custom reports

SUPPORT

Helps with basic usage and troubleshooting (limited to non-site-specific issues)

Assists with installing additional clients



Customer Roles & Responsibilities

On the customer side, the typical resources are identified below (a single individual may fulfill several roles):

PROJECT SPONSOR	PROJECT LEAD	APPLICATION
Sets vision	Sets schedules and milestones	Acts as primary interface to ShopVue support after go-live
Secures funding	Manages scope changes	
Evaluates success	Monitors user satisfaction and compliance	
Attends the four most important status meetings	Acts as primary interface to ShopVue consultant	
	Understands tradeoffs and makes most project decision	
ADMINISTRATOR	TECHNICAL ADMINISTRATOR	ERP EXPERT
	ADMINISTRATOR	
ADMINISTRATOR Has deepest knowledge of ShopVue functionality and configuration options		ERP EXPERT Understands ERP at a detailed level and how it is configured at your company:
Has deepest knowledge of ShopVue functionality and configuration options	ADMINISTRATOR Manages servers	Understands ERP at a detailed level and how it is configured at your company: Work order processing
Has deepest knowledge of ShopVue functionality and configuration options	ADMINISTRATOR Manages servers Installs and	Understands ERP at a detailed level and how it is configured at your company:
Has deepest knowledge of ShopVue functionality and configuration options May perform configuration with	ADMINISTRATOR Manages servers Installs and maintains clients	Understands ERP at a detailed level and how it is configured at your company: Work order processing lifecycle: release, periodic
Has deepest knowledge of ShopVue functionality and configuration options May perform configuration with oversight of a Consultant Understands all the setup data, such as Workstations,	ADMINISTRATOR Manages servers Installs and maintains clients Troubleshoots hardware Monitors and	Understands ERP at a detailed level and how it is configured at your company: Work order processing lifecycle: release, periodic updates and close What host needs for data
Has deepest knowledge of ShopVue functionality and configuration options May perform configuration with oversight of a Consultant Understands all the setup data, such as Workstations, Pay Groups, Authorizations	ADMINISTRATOR Manages servers Installs and maintains clients Troubleshoots hardware Monitors and troubleshoots interfaces Maintains ShopVue	Understands ERP at a detailed level and how it is configured at your company: Work order processing lifecycle: release, periodic updates and close What host needs for data Impact of interface problems

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Customer Roles & Responsibilities (Continued)

On the customer side, the typical resources are identified below (a single individual may fulfill several roles):

SHOP FLOOR SMEs
Understand how shop operates, including:
Machine usage and impact of downtime on workflow
Order identification and tracking
Work prioritization
Where counts are done and how they are made
Rework processing
Explain requirements at a detailed level
Evaluate and decide on proposed solutions
Are prime advocates for the configurable UI (user interface) that will be accepted and used properly, i.e., validation to ensure accurate data
Train supervisors, operators and assemblers
HR SME FINANCE SME

Understands attendance policies, including:

Pay rules

Union contract

Vacation request and tracking process

Discipline procedures

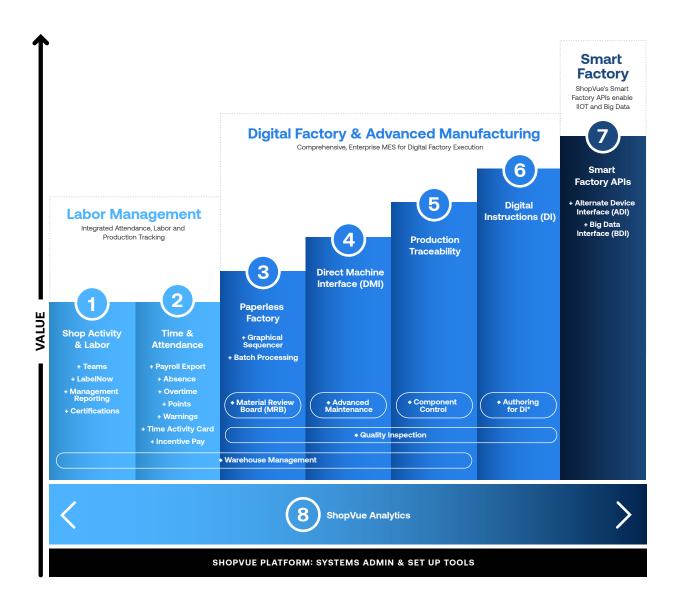
SME: Subject Matter Expert

Understands cost-accounting requirements

Validates calculations and reports from a financial aspect



The ShopVue Modular MES Platform



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What's Next

1 1

Ready to get started with ShopVue? Schedule your introductory call today. 207.773.0944 | info@caisoft.com

