![Manhattan logo]

About Us

We are leaders in supply chain commerce

Technology that moves life and commerce forward

At Manhattan, we provide more than just supply chain solutions. We are a team of experienced industry experts dedicated to equipping our partners with the tools needed to navigate the supply chain commerce world effectively. That journey is made possible through our advanced cloud-native technology and collaborating with our partners.

Since 1990, innovation has been at the heart of everything we do. Innovation fuels the supply chain and omnichannel commerce technology we make that helps power the world's best companies. It gives them competitive advantages and growth opportunities. And it has built our reputation with customers, analysts and competitors alike.

Because innovation is a never-ending process, we constantly invest in our pursuit. We've put ~$1 billion into research and development since 2010, $127 million in 2023 alone. And 90% of our workforce is directly focused on delivering customer value. We're committed to developing new, powerful ways to leverage emerging technologies like cloud, artificial intelligence and machine learning. So change and disruption are met with speed, agility and flexibility.

At Manhattan, we maximize warehouse efficiency so that global leaders can provide essential products to those in need. We get time-sensitive items to their desired locations faster. We orchestrate orders smarter. We unify omnichannel experiences. We connect and innovate every aspect of the supply chain. All working symbiotically toward one common goal:

To move life and commerce forward.

The only leader in WMS, TMS and OMS

Based on evaluations by analysts Gartner and Forrester, Manhattan is the only Leader in the three key functions of supply chain commerce — warehouse management, transportation management and order management. We're also the only vendor to offer these capabilities on a cloud-native platform that can unify operations by breaking down silos and unlocking end-to-end efficiency, coordination and agility.

16X Leader WMS

Gartner

6X Leader TMS

Gartner

5X Leader OMS

FORRESTER®

Quick Facts

Manhattan (Nasdaq: MANH) has remained debt-free since its founding in 1990 and has more than 4,500 associates worldwide. We continually invest in leveraging the latest technologies — AI, cloud-native design, machine learning, microservices architecture and robotics — for our software solutions.

Today, Manhattan has more than 1,200 customers across 2,500 facilities worldwide, including some of the world's leading manufacturers, distributors and retailers.

As a technology leader in supply chain and omnichannel commerce, we rounded out 2023 with $929 million in total revenue. We continued to focus on innovation by investing an additional $127 million in research and development (R&D) in 2023, bringing our cumulative investment to ~$1 billion since 2010. Our investments in Manhattan Active® solutions continue to positively impact customers through new revenue opportunities, improved efficiencies, reduced operating costs and lower total cost of ownership.

Our financial strength allows us to invest in customer-focused areas, including:

› **Continuous expansion** of product footprint
› **Consistent release of new** functionality and innovation
› **Dedicated support** team
› **24/7 worldwide** customer support
› **World-class training** programs
› **Partner program**
› **International infrastructure**
› **User group forums**

1200+
Global Customers
We are trusted by top business and retail leaders worldwide.

34
Years in the Making
Our solutions are the result of over three decades of supply chain experience.
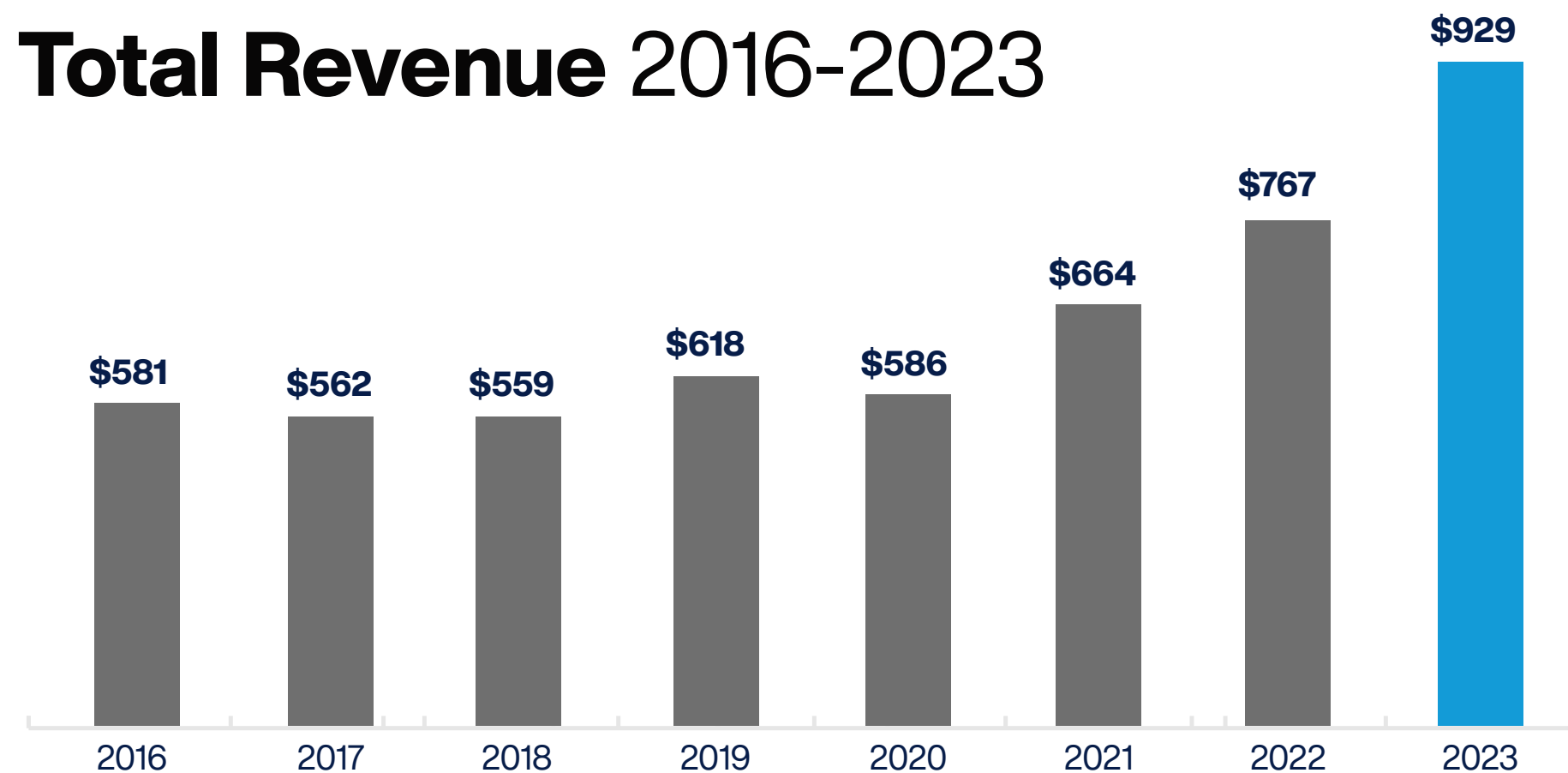
504
Go-lives in 2023
We continually provide our customers — new and old — with the latest technology.

~$1B
R&D Spend Since 2010
The largest supply chain R&D spend in the industry.

Total Revenue 2016-2023

Year	Revenue
2016	$581
2017	$562
2018	$559
2019	$618
2020	$586
2021	$664
2022	$767
2023	$929

Global Reach

Across industries and around the world, leading companies choose Manhattan for supply chain, omnichannel and inventory solutions. We have more than 4,500 associates located in 16 offices and 13 countries, supported by partners on nearly every continent.

Corporate Offices

Atlanta
New Brunswick
Santiago

London
Paris
Barcelona
Madrid

Milan
Amsterdam
Dusseldorf

Singapore
Bangalore
Shanghai

Tokyo
Sydney
Melbourne

GeoPartners

Mexico City
Panama
Reykjavik

Kópavogur
Capetown
Johannesburg

Gothenburg
Warsaw
Bucharest

Dubai
Bangkok
Kuala Lumpur

Jakarta
Manilla

We innovate for specific industry needs

With over 30 years' experience in supply chain tech, we've created customized, problem-solving solutions to meet the unique requirements of the industries we serve. From retail and grocery to wholesale, pharmaceutical and beyond, our people bring decades of domain expertise to every engagement. The combination of technology, experience and dedication ensures customers optimize operations and maximize performance, no matter what industry they're in.

Food & Beverage

Manufacturing

Grocery

Medical & Pharmaceutical

3PL

Trucking Management

Retail

Wholesale

Consumer Goods

Solutions

Manhattan Active®
Platform

A cloud-native, evergreen and extensible foundation engineered to handle the most complex supply chain networks in the world.

Composable Microservices

API-first architecture with automated scalability, resiliency and availability. Every component is part of a shared application platform.

Innovation Independence

Our low code, no code, your code development strategy means you pick what method of configuration and customization works best for you — with as much support as you want or need.

Continuous Updates

Every 90 days, all Manhattan Active solutions automatically receive new features and enhancements.

"Utilizing the cloud and software as a service is going to be a game changer."

CIO & COO of Supply Chain, DHL

Manhattan Active Platform Ecosystem

Our API-first cloud-native design, engineered extensibility and visual developer tools mean seamless inclusion of legacy technologies into your supply chain commerce ecosystem.

A unified approach to supply chain commerce

Microservices based, API-first, cloud-native SaaS and headless, our platform for supply chain commerce is the foundation for unified solutions, including:

- › Order Management
- › Point Of Sale
- › Store Inventory and Fulfillment
- › CRM
- › Digital Self-Service
- › Allocation
- › Warehouse Management
- › Labor Management
- › Transportation Management
- › Yard Management

Manhattan's open and extensible platform allows you to combine legacy enterprise systems and our latest API first cloud-native architectures. We're taking AI and machine learning to the next level — providing the ability to drive new models, new learning, new intelligence and new efficiencies across your supply chain and omnichannel commerce every day.

Create remarkable experiences

Get in-app visualization and real-time actionable insights, mobile-first design constructs and configurable experiences that range from wizard-based workflow creation to a complete developer environment, with access to the entire microservice API catalog.

Secure optimal outcomes

Achieve the most optimal outcomes with machine learning and computational intelligence built into the platform — making them easy to apply to any Manhattan Active solution.

Supply Chain Planning
Demand Forecasting
Replenishment
Vendor Managed Inventory
Allocation

Manhattan Active
Platform
Cloud Native
Evergreen
Intelligent
Extensible

Supply Chain Execution
Warehouse Management
Labor Management
Transportation Management
Carrier Management

Omnichannel Commerce
Order Management
Point of Sale
Store Inventory & Fulfillment
Customer Service & Engagement

Manhattan Active®
Supply Chain

Consolidate all distribution, labor, automation, transportation and yard management in a unified cloud-native solution that continuously adapts and scales to your business needs.

Key Features

Unification

Our solutions ensure that every component of the supply chain communicates seamlessly, updating in real time. Devoid of traditional bottlenecks and silos, operations become more resilient and adaptable, capable of weathering disruptions and seizing opportunities.

Cloud-Native Technology

With the inherent ability to expand, contract and self-heal, our technology is the answer to modern-day logistics challenges. Always up to date and constantly adding new innovations, cloud-native applications are nimble and scalable, delivering higher efficiency and lower costs.

Advanced Intelligence

Manhattan solutions use artificial intelligence, machine learning and advanced algorithms to interpret vast amounts of data, detecting patterns, making predictions and offering actionable insights for supply chain decisions. That means optimized operations and proactive decision-making.

Visibility

In a world of increasing consumer demands and intricate global networks, visibility ensures that companies can anticipate, react and adapt to any situation that might arise. Manhattan technology offers end-to-end visibility for enhanced agility, better customer service and lower risk.

Extensibility

Our solutions are fully extensible, meaning you can tailor them specifically to your needs. And because they are cloud-native and never need an upgrade, those extensions remain intact over time. This design approach ensures you can integrate new technologies, respond to market changes and customize to your needs.

Human-Centered Design

Manhattan technologies are engineered to be intuitive and user-friendly, similar to smartphone apps. Easy to learn and easy to use, they lower training times and increase adoption rates — leading to higher employee engagement, productivity and retention.

Manhattan Active®
Supply Chain

Key Components

Warehouse Management

› The most powerful, extensible and adaptable WMS in the industry

› Intelligent wave and waveless fulfillment maximizes throughput

› Unified distribution control runs fulfillment, slotting, labor and automation from one app

Labor Management

› Workplace tools guide and motivate employees, increasing productivity

› Gamification spurs better productivity and the ability to earn rewards

› Higher engagement results in higher job satisfaction and employee retention

Transportation Management

› Orchestrate every carrier, rate, route and load with one solution

› Continuous optimization maximizes efficiency automatically, in real time

› Get solves up to 10 times faster with the industry's most advanced optimization core

Yard Management

› Turn the nexus between transportation and distribution into a competitive advantage

› Unification of TMS, WMS and yard unlocks new synergies and operational efficiencies

› Groundbreaking visibility offers unprecedented insights into every dock door and trailer

"Manhattan Active Supply Chain…
will allow us to command and
control of every part of our
supply chain."

EVP, Lands' End

Manhattan Active®
Omni

Create a single, seamless customer and associate experience with software that unifies online, mobile and in-store commerce — providing you with more inventory visibility, sales data and customer preferences.

Key Features

Global Availability
View every item in the network (even in transit) and create multiple stock "views" based on any channel, order or customer attribute.

Integrated with Google Shopping
Provide shoppers with more accurate information on product location and delivery times across all Google surfaces (Search, YouTube, Maps, Discover, etc.) thanks to native integration of Google's Shopping Content API.

Faster Pickup and Delivery Promising
Deliver blistering performance with the only order management system using in-memory caching technology for omnichannel fulfillment.

Smarter Pickup and Delivery Promising
Provide the most accurate promising for commerce solutions in real time with machine learning that reduces cart abandonment and increases conversion rates of online transactions, driving topline revenue.

Optimized Fulfillment Sourcing
Meet the customer promise profitably with fulfillment sourcing that intelligently considers dozens of real-time inventory, promotions, labor resources and geographical attributes to source product from the right location, reducing bottom-line costs.

Fulfillment Health Monitoring
Get promising and fulfillment insights across every fulfillment node in the network with real-time notifications and dynamic dashboards.

Configurable Order Flow Pipelines
Design and configure order pipelines that guide an order through fulfillment, negotiation, shipment, or receipt with transactional logic such as events, actions and conditions.

Simplified Order Servicing
Easily manage order capture, modification, cancellation, return and exchange processes with exception management, appeasement management, payment processing and more.

Easier Customization and Extensibility
Get simplified no code, low code and your code innovation and personalization opportunities for every Manhattan Active solution with API-first architecture, developer hub knowledgebase and visual development tools like Manhattan ProActive.

Manhattan Active®
Omni

Key Components

Order Management

› Gain global, real-time inventory visibility across all fulfillment nodes

› Provide precision promising to reduce cart abandonments

› Maximize margins by fulfilling orders as profitably as possible

Point of Sale

› Leverage endless aisle capabilities along with flexible payment options

› Access data-rich customer insights for personalized clienteling

› Give associates a unified, intuitive experience for all job functions

Store Inventory & Fulfillment

› Support all fulfillment including: in-store, curbside, BOPIS and home delivery

› Optimize picking to minimize travel and save associates' time

› Raise customer satisfaction with real-time information to drive efficiency

Customer Engagement & Service

› Build loyalty through personalized customer offerings and interactions

› Arm contact centers with tools and information that make an impact

› Empower customers with post-purchase, digital self-service

"Manhattan Active Omni was the savior here...Ship-from-store quite literally saved the company."

Co-CEO, PacSun

Manhattan
Inventory

Apply invaluable insights to your inventory strategies — across every selling channel — with solutions that provide predictive and autonomous optimization of your global inventory network.

Key Features

Data Cleansing
Includes powerful data-cleansing capabilities. It automatically identifies and corrects inconsistencies, errors and inaccuracies, ensuring that your inventory data is as reliable as possible.

Data Validation
Provides robust data-validation mechanisms to maintain integrity. It enforces predefined rules and standards, ensuring that information entered into the system meets quality criteria and minimizes the risks associated with poor data quality.

Data Integration
Allows you to integrate data from various sources and systems across your supply chain. By consolidating information, you can eliminate discrepancies and ensure reliability for more accurate inventory management.

Real-Time Updates
Embrace the power of real-time insights. Our solution offers updates with the most current data possible, enabling you to make decisions based on what is happening with your inventory in the moment.

Advanced Analytics and Visualization
Provides advanced analytics and visualization capabilities to unlock the potential of your inventory data. Gain deeper insights, identify trends and detect anomalies to proactively address issues and capitalize on opportunities.

Automated Data Capture
Integrates with barcode scanners, RFID systems and other automated data-capture technologies to streamline your data-collection processes. Automating data collection minimizes human errors, saves time and improves the accuracy of your inventory data.

Manhattan
Inventory

Key Components

Allocation

› Provides one holistic view of every aspect of your inventory strategy.

› Reduce product markdowns and stranded items by accurately managing short-lifecycle inventory.

› Achieve the best allocation over all channels, including stores, and monitor performance by channel.

Demand Forecasting

› Combine network visibility and advanced forecasting techniques, including demand cleansing, seasonal pattern analysis and self-tuning.

› Fine-tune forecasts, respond to changes in trends, filter out non-essential exceptions and self-correct.

› Improve exception management, benchmark forecast accuracy and enable customer-centric inventory optimization.

Inventory Replenishment

› Achieve the perfect balance of inventory, sales and service levels with automated capabilities and powerful optimization engines.

› Predict future need, evaluate safety-stock strategies and service-level goals, boost productivity and ensure timely restocking.

› Redistribute excess inventory to prevent emergency out-of-stocks, leverage multiple transfer sources and prevent transfer of high-risk inventory.

Support & Services

Manhattan not only builds software solutions, we provide the expert support and professional services you need to ensure success and optimize your investment at every touch point. Our team delivers broad-based industry perspectives, best practices, specialized product knowledge, planning, execution, training, on-call assistance and more.

90% of our workforce is dedicated to customer success

Customer Support

Manhattan helps ensure customer success by providing 24/7 global customer support, performing regular system health monitoring, enabling access to Premier Support resources, consistently implementing new functionality and administering programs to promote operational excellence.

24/7 Global Support

A team of experts is available to solve issues, improve functionality and assist whenever and wherever needed. Product support services include:

› **Constant Monitoring** — Proactive application and infrastructure monitoring via Cloud Operations to ensure you're always up to date on maintenance and product developments.

› **Cloud Expertise** — As a cloud-native company, Manhattan supports technologies that sync with an interconnected world, so you'll never have to take your system offline or miss an order to perform upgrades.

Customized Support

Premier Support

By combining our expertise with your support team, Manhattan can tailor Premier Support to your business needs, thereby freeing your staff to focus on other business initiatives. Benefits include:

› Augmentation of your support team with Manhattan product experts

› Peak season support for your busy periods

› Proactive monitoring of your interfaces, jobs and MHE messaging

› Continuous workflow validation to test your workflows using your extensions, data and configuration

Operations Success Services

We start with a comprehensive onsite operations review, then develop ways to reduce costs and maximize efficiency. This includes:

› Distribution Center (DC) supervisor assistance to empower DC leaders

› Implementation of new functionality and extensions, accelerators and additional DC rollouts

› Onsite DC and store operational reviews, including review of network inventory and fulfillment strategies

› Enhanced customer engagement in post-purchase activities

Professional Services

Manhattan RPM (Results-Driven Performance Methodology) is the process Manhattan uses to deliver products or other Manhattan software and related services to our customers. Our global team of professionals offers extensive industry, technology and implementation experience.

Our Professional Services resource personnel average 8,000 hours of customer implementation experience, all bringing their own level of expertise.

The Manhattan RPM process is built on decades of experience to ensure you get the most out of our technology. With this approach, we secure a phased, systematic and measurable adoption of solutions and deployment that continuously gauges progress and business value. The project initiation phase begins by establishing objectives, scope, resources and deployment strategy. We then move on to the five phases of implementation.

Design — functionality specifics, non-functional needs, integration, reporting, deployment plans and training strategy

Build — configuration, development, unit testing and training content

Prepare — integration testing, volume testing, user acceptance, mock conversion, mock go-live, business readiness and training

Deploy & Support — once all precautions have been considered and factors calibrated, we proceed with go-live, hypercare, volume ramp and transition to Customer Support

Customer Support — post-project assessment and ensuring a smooth transition to customer support with ongoing support as needed

Training and Change Management

We customize the training and education needs of your team by offering product-specific courses in a variety of methods, change management services that align with your vision, and customized end-user experience software training that empowers your team to work efficiently and consistently with your new solutions.

A dedicated Educational Services team will tailor training to each employee's experience, then follow up with advanced courses, professional development and a robust menu of resources to keep you up-to-date on emerging technologies and industry best practices.

Product Training

Manhattan software product training is available in different formats so you can choose the approach that works best for your team and empower users to adapt to the ever-changing needs of your business. Our training courses include hands-on access to live systems in virtualized training environments, skilled instructional facilitators, as well as challenge-based activities and real-world scenario-based training. We offer both public and dedicated options.

› Public classes are offered on predetermined dates throughout the year and are open to all clients and partners. These are provided either onsite at Manhattan Associates in Atlanta, GA, or virtually.

› Dedicated classes require a minimum of seven attendees, and the client can choose the date that works best for their team and our trainer's availability. Each client will also be able to choose the method of delivery including virtually, at their location or onsite at a Manhattan office (Atlanta, GA; Winnersh, UK or other).

Change Management

Our Organizational Change Management services enable the transformation of your supply chain commerce by aligning employees, processes and systems to your vision. We maximize your Manhattan software ROI and ensure your organization is best equipped for transformational change with training enablement, tailored solutions and risk mitigation processes that unlock the full potential of your Manhattan software.

End-User Enablement

Our end-user software training is built to empower your frontline team to perform consistently with single-source course authoring software, virtualized training environments and rapid deployment methods. We ensure that your employees learn and adopt your new solutions by building training simulations with FastTrack Software. This allows end users to get comfortable with the new software features while your supply chain and omnichannel commerce solutions get up and running. FastTrack also enables you to seamlessly capture processes, edit the e-learning content and then publish it for easy access and tracking.

Continued Learning

We offer advanced courses for teams who want to extend their skills — plus professional development and a robust menu of educational webinars, public courses and information on industry trends. We also offer a number of continuing education opportunities to help you improve your skills and learn strategies so you can stay ahead of the competition. These include role-based training, courses, strategies and a robust menu of resources through the Manhattan Learning Portal.
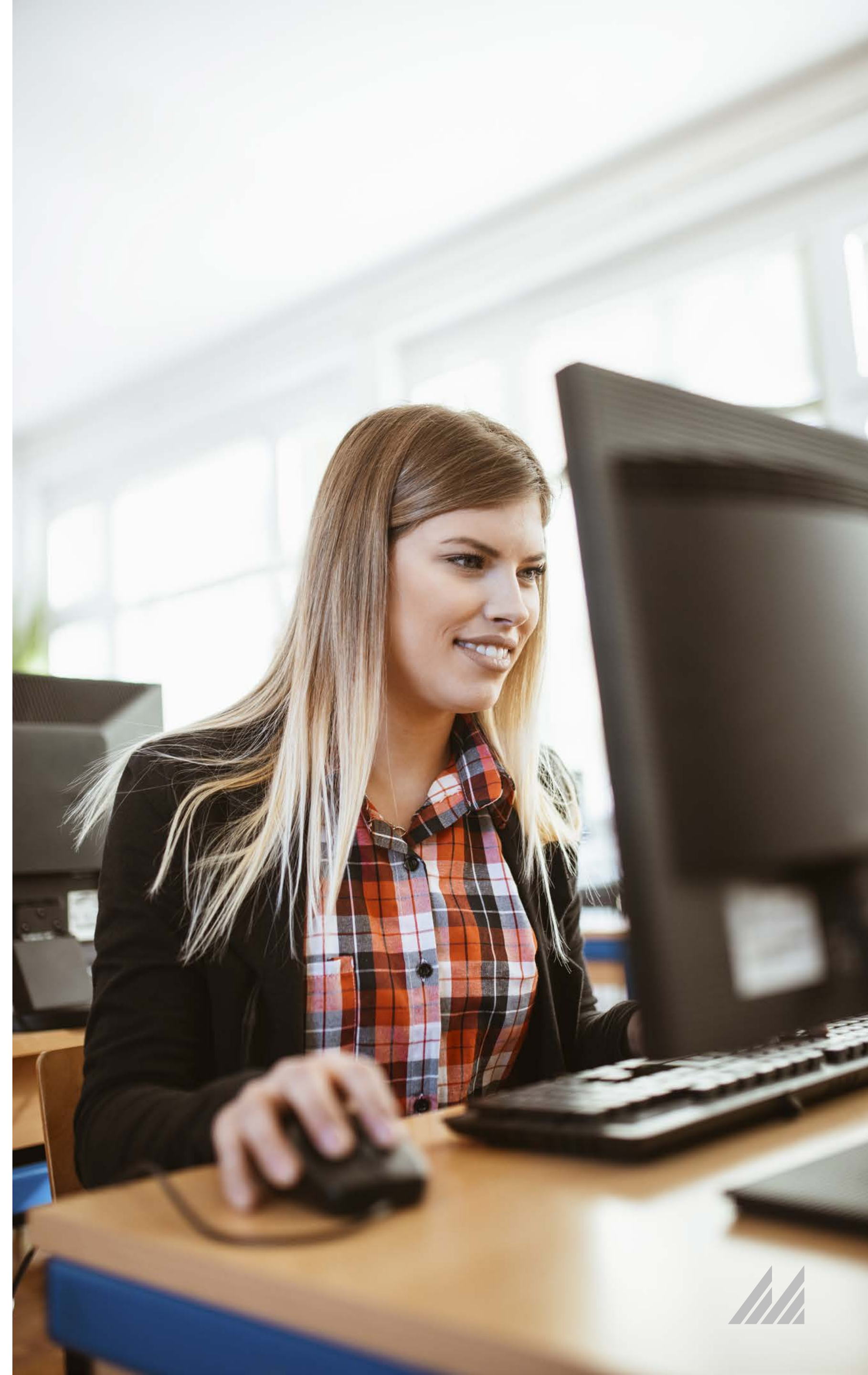
Enterprise Mobility

Manhattan's Enterprise Mobility team serves as a single point of accountability, assisting in enterprise mobility and robotics design, selection and procurement to save you time and money.

Our Enterprise Mobility team ensures the success of your supply chain commerce software by recommending and providing procurement paths for the best quality hardware and configuring your device ecosystem around best practices. Through our exclusive partnerships with top enterprise mobility manufacturers and third-party software vendors, we unlock competitive pricing and provide top-tier technical support that you can't get anywhere else.

Faster and Easier Than Ever to Connect

Manhattan Active® Platform technology makes it faster and easier than ever to connect to existing systems, valued partners and new services. To make it even easier, we've already integrated Manhattan Active into industry-leading solutions for everything from inventory visibility and autonomous mobile robots to payments, fraud and search engine shopping, to name a few.

"We count on the team's dependable service, expertise in supply chain operations, and appreciate their efforts to meet our demanding schedules."

Edward Stein, IT Director
Cardinal Health North American Supply Chain

Customer Community

Manhattan Product Councils

Manhattan has a number of Product Councils: groups of existing Manhattan customers who are all using the same software product and are gathering several times a year to discuss ideas, share experiences and provide feedback to the Product Management team on the product roadmap.

These Product Councils are global initiatives and meetings take place around the world — the main events being Momentum in the US and the Exchange events in EMEA and APAC. In between these events there are several other gatherings of the Product Councils, either face-to-face or via conference calls.

Membership in Manhattan Product Councils is open to maintenance-paying/cloud customers for the specific software product(s) you are actively using.

2,350
members

830
companies

12
councils

Supply Chain Leaders Program

The Manhattan Supply Chain Leaders program showcases our community of customers — world-class supply chain commerce organizations across diverse industries whose innovation and success sets them apart.

The program brings recognition to your organization for its vision and leadership as well as recognition to your company for its strategic investment in supply chain technology to better serve your customers and stakeholders. Take advantage of Manhattan's Supply Chain Leaders program to network and heighten your profile with peers, share knowledge and best practices and gain valuable insight into the future of supply chain commerce. As a program member you will:

› Achieve valuable visibility for your organization's success in various media channels
› Provide input regarding product direction and enhancements to all relevant Manhattan Product Councils
› Earn participation points that can be redeemed for conference attendance, training or operations reviews
› Attend meetings with Manhattan senior executives
› Gain access to an elite group of supply chain commerce visionaries and leaders

Momentum Conference and Exchange Events

Manhattan's Momentum conference is an annual, global event that brings together customers, partners and industry experts to explore best practices, the latest industry trends and product updates. Participate in the incredible networking opportunities that include direct access to the Manhattan leadership team. Manhattan Exchanges are regional events held in Latin America, Europe and Asia that offer an opportunity to network with peers, analysts and experts on the latest trends in your industry.

"Manhattan understands what we will need five or 10 years from now."

VP Distribution Operations, Skechers

Environmental, Social and Governance (ESG)

We believe our mission is more than building a more efficient supply chain. We're also dedicated to environmental sustainability, supporting a diverse and inclusive workplace and strengthening the communities where we live and work.

Sustainability

From empowering consumers to make 'greener' buying decisions, to reducing trucks on the road and miles driven, to partnering with carbon-neutral brands like Google Cloud, we value both people and planet. We are proud to earn an A rating from MSCI for ESG.

Diversity, Equality and Inclusion (DEI)

Manhattan prides itself on our inclusive culture where team members can grow their careers, be their authentic selves and engage in meaningful ways.

Governance

Our Global Ethics and Compliance Program sets standards for doing business ethically, professionally and with integrity. They are unwavering guideposts for us, day in and day out.

"Manhattan TMS helped Giant Eagle reduce empty miles by 8% and total miles by 7.7% through optimized delivery schedules."

Ann-Marie Daugherty, Giant Eagle Vice President Logistics

Executive Management Team

Eddie Capel
President and
Chief Executive Officer

Dennis Story
Executive Vice President
and Chief Financial Officer

Sanjeev Siotia
Executive Vice President
and Chief Technology Officer

Linda Pinne
Senior Vice President,
Global Corporate Controller
and Chief Accounting Officer

Ann Sung Ruckstuhl
Senior Vice President and
Chief Marketing Officer

Bruce Richards
Senior Vice President
and Chief Legal Officer

Bob Howell
Executive Vice President,
Americas

Rob Thomas
Executive Vice President,
Global Research and
Development

Stewart Gantt
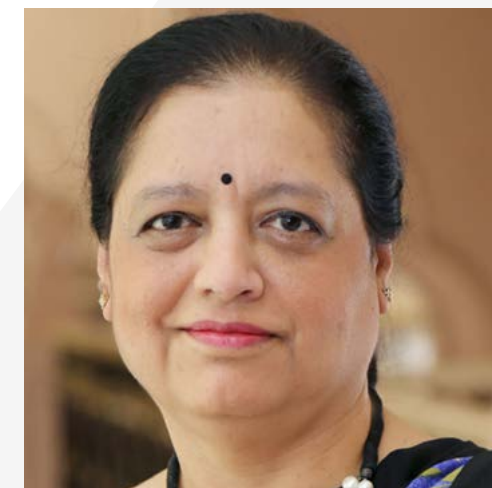Executive Vice President,
Professional Services —
Americas

Brian Kinsella
Senior Vice President
Product Management

Joe Hudkins
Senior Vice President,
Customer Support

Henri Seroux
Senior Vice President
EMEA

Usha Tirumala
Executive Vice President
and General Manager, India

Deep Sharma
Senior Vice President,
Global Research and
Development

Suzanne Hough
Senior Vice President and
Chief People Officer

Reach out to our experts to learn more
information@manh.com

Or visit us online
manh.com

Manhattan