

# 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.

# Customer Support

# Customer Support and Software Enhancements

Manhattan offers a comprehensive maintenance program, including a proven upgrade program, which enables our clients to lower their total cost of ownership. More than 90% of our customers remain current on maintenance, illustrating consistently high levels of customer satisfaction.

## Mission

The mission of Manhattan Associates' Customer Support Organization is to provide courteous, efficient and effective service to our customers while helping them master the opportunities presented by our software.

We recognize that our strength is comprised of two parts – our product and our service. Neither can provide full satisfaction without the other. We strive to satisfy our customers by highlighting a product that exceeds their expectations with service that does the same.

Manhattan Associates has nearly 90% of our workforce focused on our customers – whether in R&D, account management or professional services organizations, which manage implementations and support.



“There is no substitute for the level of service Manhattan account managers provide. We are the customers’ advocates. When we know what your plans are and what you want to achieve, we can help you identify the best options and get the most value from your Manhattan solutions.”

Ryan Parker, Senior Account Manager,  
Manhattan Associates

### **Software Version Updates/ Enhancements**

Customers are entitled to all updates/enhancements of the latest version of the software applications licensed in the Software License Agreement. Associated implementation and consulting/programming support is additional.

### **Support for Warranted Products**

Customer receives support for all issues directly related to the warranted software applications licensed in the Software License Agreement.

### **Extension Support**

Modifications, interfaces and extensions to the licensed product are supported. Some conditions apply.

### **Product Documentation**

Advanced Information Manager (AIM) for the customer’s licensed products is provided.

### **Annual Onsite Visit**

Manhattan Associates will send a Customer Support Consultant to one of your sites to conduct a one-day (8-hour) system efficiency audit, provide training or discuss future business requirements.

### **Access to Client Extranet**

MA Gateway provides customers with access to detailed Manhattan Associates software information; the ability to submit, update and review Manhattan Associates Customer Support cases; and request upgrades, license keys and transportation rates. Customers can also update their contact information, download transportation rates and client/product specific files, and complete customer satisfaction surveys.

### **Educational Services Class Discount**

All Manhattan Associates scheduled public training classes are available at a 10% discount on then current published tuition rates.

### **Retail Compliance Updates**

Updates for the currently supported versions of software are made available per Manhattan Associates’ Top 100 Retail Compliance Policy. This policy, as well as information regarding Retail Compliance initiatives, is available on Manhattan Associates’ client extranet (MA Gateway).

### **Estimates Provided for Simple Projects or Modifications**

Time spent on high-level estimates is free of charge. These are rough, non-binding estimates that will be updated, if necessary, once the design is complete.

### **Account Manager**

A focused account manager responsible for understanding and supporting the customer’s business requirements, objectives and strategic development plans is available.

### **Support Consultant**

After the customer has implemented the licensed product and officially transitioned to support, a technical consultant is assigned. This consultant becomes familiar with the customer’s system design and specific extensions allowing Manhattan Associates to provide the most effective support in the future.

### **Receive Current Hourly Billing Rates**

### **Receive Carrier Rates at Current Costs**



## Service Offerings

Our Professional Services and Customer Support organizations bring maximum supply chain efficiency to our clients' operations and offer services every step of the way – from sales to implementation and beyond. This is part of our commitment to building a long-term partnership with each of our clients.

### Global Support with 24/7 Staff

Clients may contact Manhattan Customer Support at any time and receive help from a Manhattan Associates professional. We have 840 team members dedicated to supporting your ongoing use of the solution who can be reached via the client extranet, email or toll free number. Clients normally work with their local Manhattan Associates office during local work hours and receive support after hours from our Global support team. We constantly monitor our customer support response times to ensure that we are providing the best possible service in an efficient and timely manner. We do not consider an issue resolved until you tell us it is.

### Remote Access

If needed, Manhattan Associates' support team can remotely access your system (with appropriate security measures) to assist in real-time research and perform diagnostics.

### Online Assistance

We offer system documentation through a comprehensive, web-based tool called Advanced Information Manager (AIM). Provided with each release of software, AIM includes extensive technical and functional information on our products and contains information for all types of users and system administrators, from option level help to technical system documentation. AIM is provided for all licensed products and is typically placed on a client's intranet to provide access to all users. Furthermore, our client extranet contains additional information on products and allows clients to:

- › Submit cases to our service teams
- › Review status and manage their cases
- › Update contact information
- › View information about their current support agreement
- › Request license keys, software upgrades and transportation rates
- › Download transportation rates

### Active User Group

Our customer community is extremely important in shaping the future of our products. The most successful customer feedback channels are the customer-led Product Councils. The objective is to identify product-specific, widely beneficial initiatives that can be implemented in a Manhattan product. We use these councils to understand challenges in the marketplace and how we can enhance our products to address them.

Customers are immediately eligible to participate in the Product Council and can be in multiple councils for their various products. Each is lead by a customer President, who is elected annually, and by a Manhattan resource who is responsible for the future direction and strategy of the product. Members have the opportunity to review Manhattan design specifications for inprocess releases. Select groups also have vertical/industry-specific sub-committees which provide focused industry-specific feedback to Manhattan.

Each customer Product Council President is also a member of the Product Steering Committee, which helps provide guidance as Manhattan refines its strategies. This committee also assists in the planning of our annual user conference, Momentum, to help ensure that the conference provides maximum benefit to customers.

All customers are encouraged to attend Momentum, which is held in the United States each year. The Momentum conference includes a number of product-based educational and training sessions as well as a forum for Product Council discussions and peer-to-peer networking. In addition, our Manhattan Exchange regionally-based conferences are held in various parts of Latin America, Europe and Asia.



## Experience and Training of Support Personnel

The Customer Support staff of 840, along with 1,950 consultants in our professional services organization, work together and leverage their experience in implementation and technical consulting to provide ongoing support to our clients and ensure all cases are resolved promptly.

Our global customer support personnel average 5.5 years experience with Manhattan Associates; all are college graduates and most team members have technical degrees. Manhattan Associates is dedicated to the ongoing training and increased experience of the support team. Continuous process improvement initiatives are enhanced through a mentor program and onsite rotations in which support consultants participate in implementations and upgrades. Team members also attend internal and external training courses to stay current on new products, troubleshooting techniques, and third-party applications.

Members of our support staff are fluent in Japanese, Spanish, French, German, Indonesian, Dutch, Mandarin (China), Arabic (Saudi Arabia), Hindi, Malayalam, Kannada and Tamil (India), Urdu (Pakistan), Cantonese (Hong Kong), Portuguese, and English. In addition, Manhattan Associates is supported by an interpreter service to enable communication with clients in any of the major global languages.

## Responsiveness

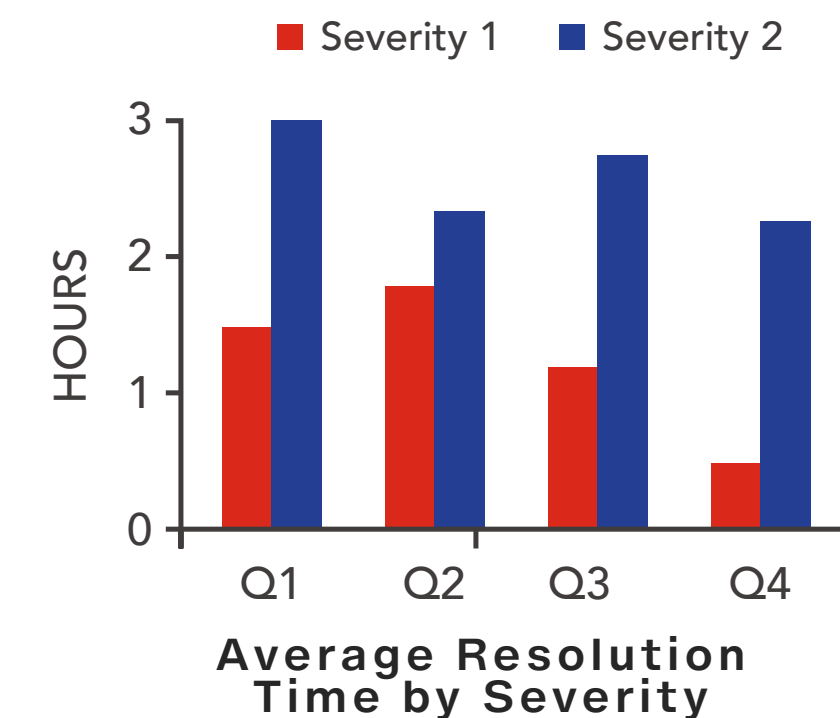
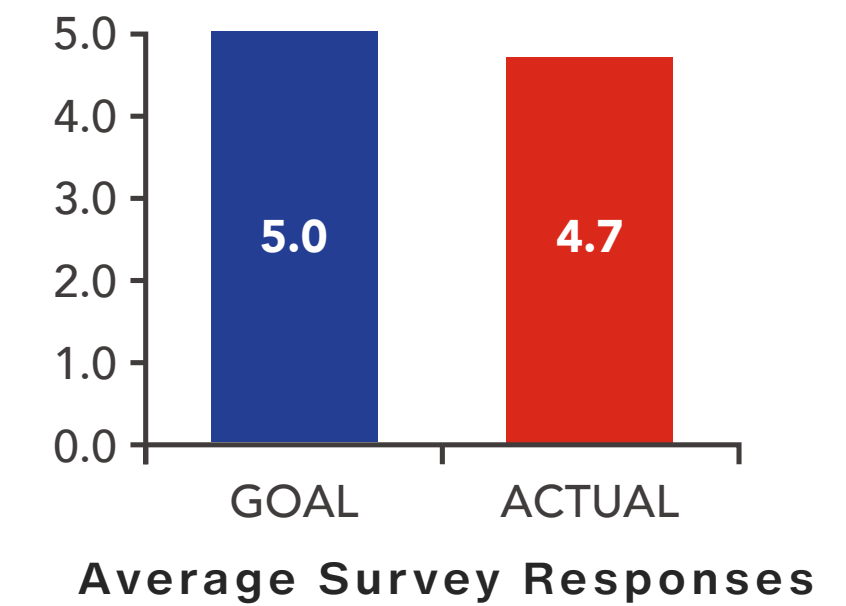
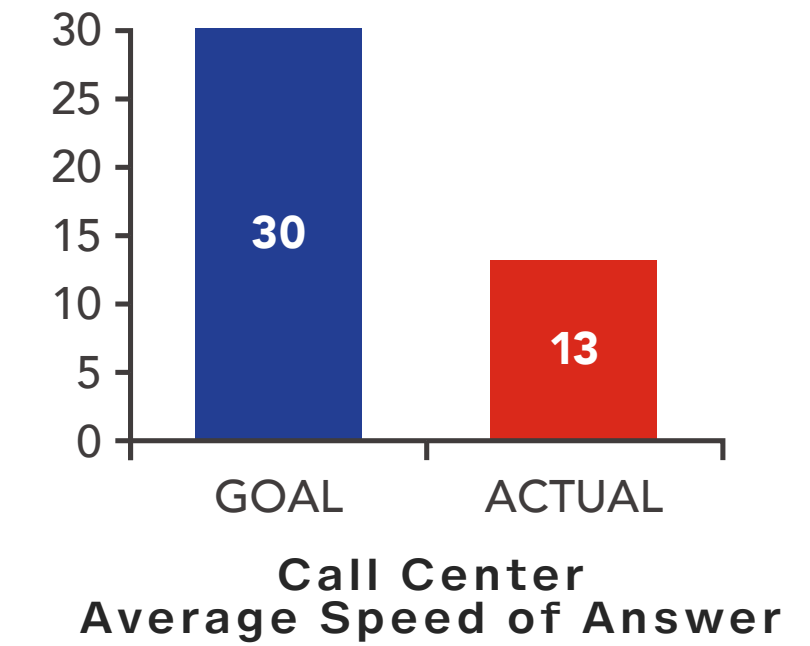
We seek to improve our support capabilities each year and track our efforts regularly, most notably through event-driven case surveys.

The CSO satisfaction surveys request feedback on the following areas:

- › Professionalism
- › Timely Resolution
- › Overall satisfaction/Service Provided

Clients are asked to rate Manhattan on the three areas with a score of 1 to 5 (5 being the highest). Please see the right column for recent survey scores.

The support team tracks all client contact using Salesforce.com. When a client engages the support center for a question or an issue tracked as a case, it is immediately given a tracking number. Cases are worked based on severity level and are prioritized based on how the case is impacting the customer's business. Clients are given an immediate solution when possible. Cases requiring additional research or expertise are assigned to the customer's consulting team. Each case follows documented escalation procedures. Case severity definitions and corresponding escalation procedures are noted on the following page.



# Customer Support Issue Escalation

Severity	Severity Definition	Escalation (24 hours/7 days) (includes weekends and holidays)		Customer Update Frequency
		Time	Escalation Path	
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# Customer Support Program SaaS

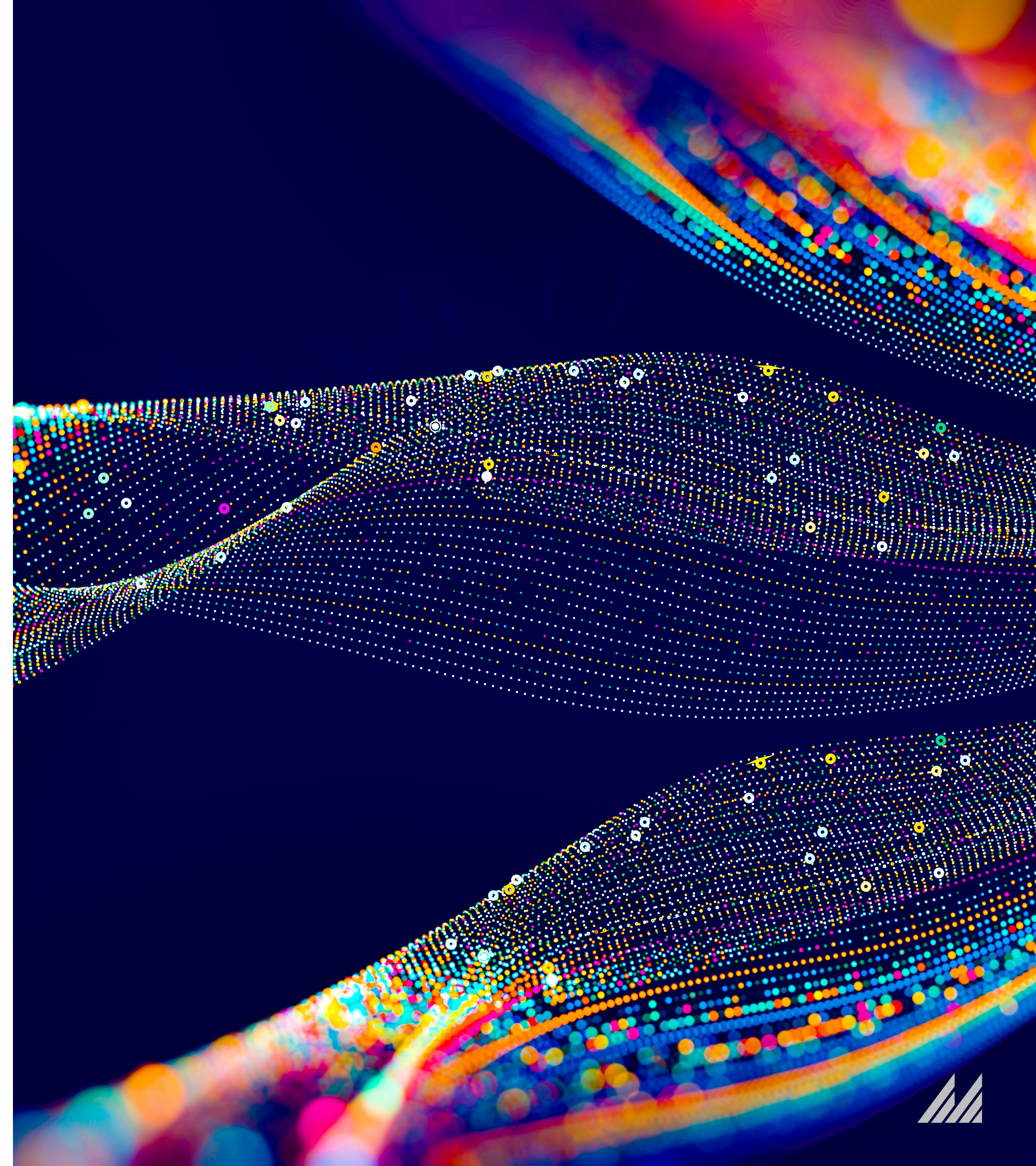
Manhattan Associates offers a comprehensive Software as a Service (SaaS) program, including customer support, which enables our clients to lower their total cost of ownership.

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### **Software Updates/Enhancements**

The SaaS solutions are updated/enhanced as per the terms of your agreement. Any associated implementation consulting/ services requested by the customer to enable new functionality are covered under a separate Statement of Work.

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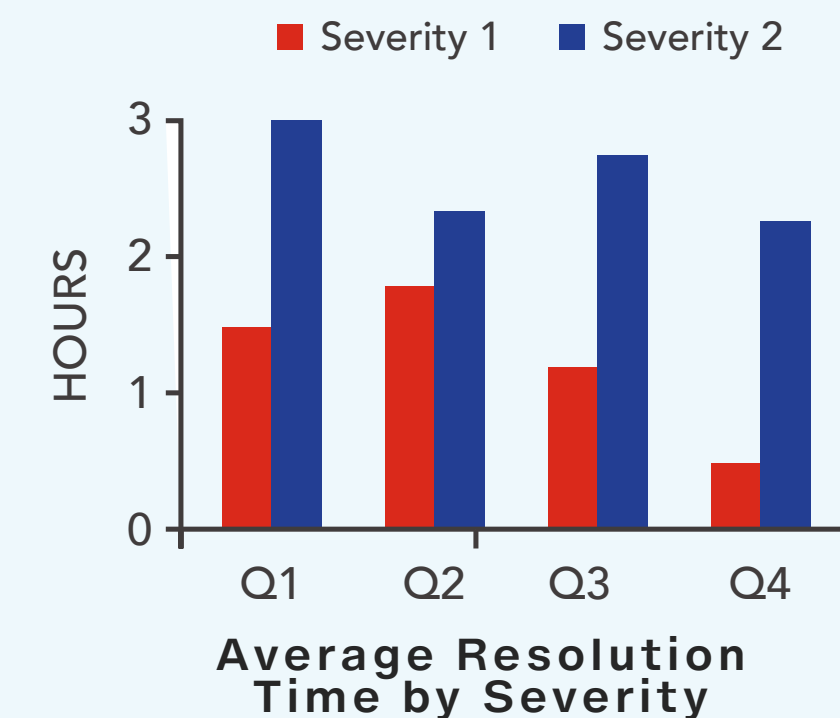
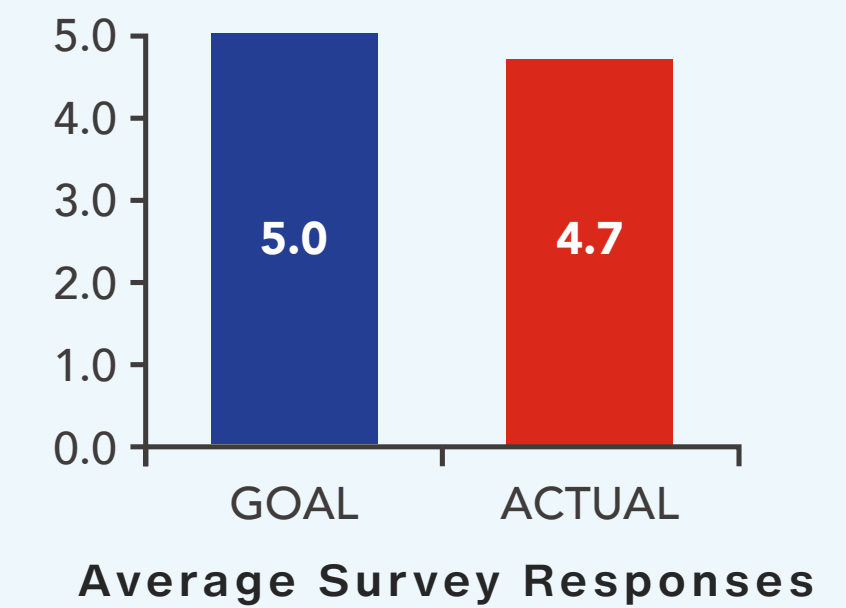
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# Professional Services



# Results-Driven Performance Methodology (RPM)

RPM is our standard implementation methodology for delivering software and related services to our customers. Our team of professionals around the world offers extensive industry, technology and implementation experience.

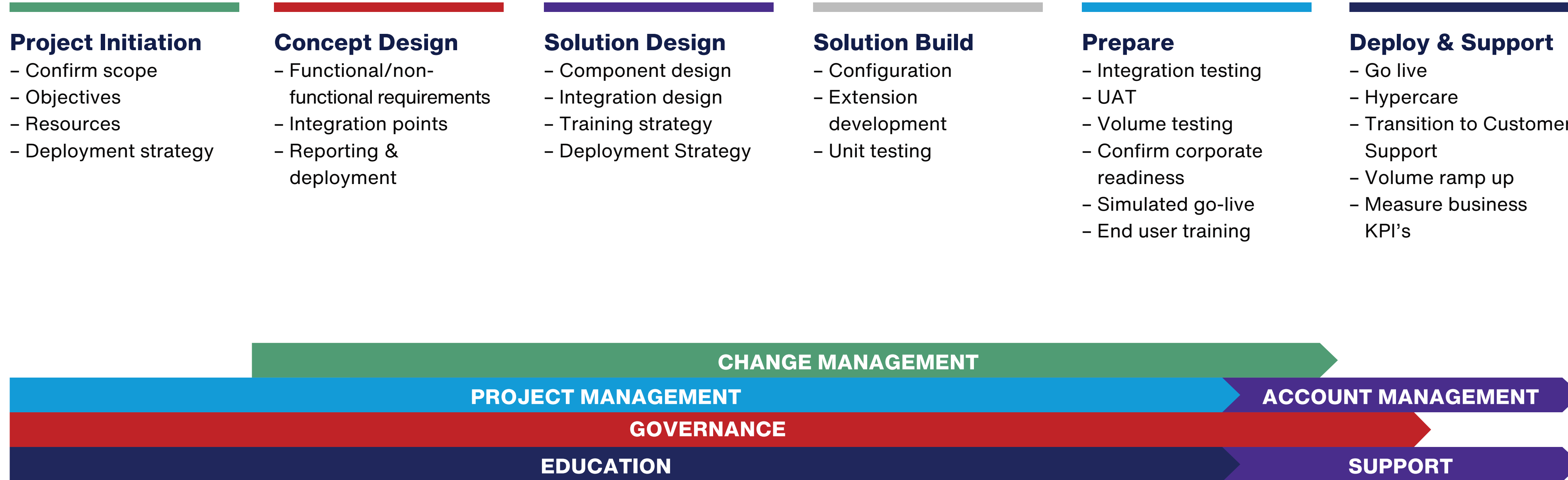
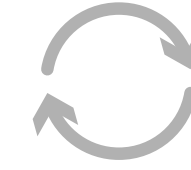
Our certified quality management system capitalizes on our collective experience and takes into account the appropriate staffing to meet the client's deadlines and the proper procedures and documentation resulting in successful implementation. RPM fundamentals include teamwork, structured client involvement and the use of discrete, linear stages with concrete deliverables. Each stage has clearly defined goals as well as roles and responsibilities for both the user's and Manhattan project teams.

Specifically, Manhattan RPM adds value to a project by:

- › Institutionalizing best practices refined over hundreds of installations;
- › Defining guidelines for setting roles and responsibilities of both client and consultant;
- › Providing a roadmap to assist in scheduling and resource planning;
- › Standardizing methods in order to assure accuracy and consistency;
- › Implementing a systematic, proactive approach to project management;
- › Increasing visibility to critical path items and key milestones; and
- › Integrating feedback loops/reviews into the implementation process to drive corporate learning



# Phases of RPM



Each phase of Manhattan RPM includes a standard set of deliverables, which is provided to the client and requires project team approval before movement to the next phase. The client is also provided with periodic project status reports. RPM includes a standard pre-implementation preparedness assessment, performed by senior Manhattan Associates personnel, that is designed to identify risks associated with the implementation and provide recommendations as to the client's preparedness. To reduce dependency on Manhattan resources, RPM requires significant client involvement during the implementation process. The team trains personnel on the base system as early as possible and includes the client resources in all aspects of the implementation. This ensures a successful start-up, both during and after implementation. Through these processes, we can ensure that the appropriate team is selected for each project, lock in schedules for the project duration and identify any additional needs during the project.



## Manhattan Professional Services Organization (PSO)

RPM is provided by PSO, who helps bring maximum supply chain efficiency to our clients' operations and offers services every step of the way—from sales to implementation and beyond. This is part of our commitment to a long-term partnership with each of our clients. An implementation team will be assigned to your project from our experienced personnel who range in experience from one year to 15+ years of supply chain implementations.

PSO is comprised of over 1,700 associates—business consultants, systems analysts and technical personnel—devoted to assisting clients in all phases of systems implementation, including planning and design, customer-specific configuring of modules and onsite implementation or conversion from existing systems.

After implementation, clients are transferred to our Customer Support Organization, a team of over 740 associates that provide 24/7 support for issue resolution as well as any further consulting or technical services required. In addition, clients have an assigned consultant who is there to assist with the implementation of quarterly release functionality and to provide consulting support for future business initiatives. This support offering is included within the annual SaaS Subscription.





# RPM Phases

Manhattan RPM consists of five phases for solution implementation. At the end of each phase, there is a checklist of deliverables for both Manhattan and the client.

## Project Initiation

### Project Kickoff

- › Discuss project objectives
- › Review the statement of work and project plan, as well as roles and responsibilities
- › Review current state processes and procedures
- › Discuss and review functionality, including interfaces
- › Show basic screens, or “whiteboard” functionality
- › Document key decisions and discuss next steps

# 1

## Design

### Solution Design

- › Document how the client will use the solution(s) in its operations
- › Identify each functional area
- › Highlight gaps between operation process and system (extensions)
- › Interactive review and revision with client involvement

### Conversion Plan

- › Outline steps required to begin production use of Manhattan solution(s)
- › Include dates and times: shut down old systems and turn on new system(s)
- › Discuss development of conversion programs

### Extension Specifications

- › Outline process, required input, screen flow, decision points, validations and updates
- › Outline technical components
- › Obtain client acknowledgement of functionality and estimate

### Host Interface Documents

- › Describe fields needed to transfer data between Manhattan and client’s host system
- › Conference Room Prototype (CRP)
- › Use scripts to outline client-specific functionality
- › Demonstrate overall flow of the solution(s)
- › Show extensions as PowerPoint presentations, whiteboard drawings and discussions

### Client Acknowledgement of Design Phase

- › Review: design audit, solution design, interface design, extension specifications
- › Evaluate: revised project plan (timeline and budget estimate) and SOW

### Hardware Procurement

- › Manhattan hardware sizing recommendation provided to the client

### Deliverables

- › Solution Design
- › Performance Expectations Document
- › Network Topology
- › Purge and Archive Strategy
- › Gap List and Specifications
- › Host Interface Requirements
- › Conversion Plan
- › Revised Timeline and Statement of Work

# 2

## Build

### Test Environment Preparation and Installation

- › Manhattan supplies list pre-installation requirements and Installation Guide to the client (Not SaaS)
- › Perform client-led additional environment(s) installation (Not SaaS)

### Extension Development

- › Create new program using programming standards
- › Verify accuracy of screen flow and updates through unit testing
- › Perform code review with technical manager

### Interface Development

- › Prepare client-developed conversion and interface programs

### Unit Test Conditions and Software Delivery Notification

- › Perform analyst’s initial unit test during development
- › Perform final validation of unit test in client’s test environment
- › Lead design reviews unit testing process
- › Interact with client to review and test extensions
- › Conduct client-promoted codes to their production environment

### Training and Documentation

- › Conduct system configuration training
- › Perform functional training: train the trainer
- › Create client-developed training strategy
- › Document client standard operating procedures
- › Prepare client facility (if applicable to solution(s) being implemented)
- › Support client in all of the above

### Deliverables

- › Unit Test Conditions
- › Change Request List
- › System Test Scripts
- › Training Plan
- › Standard Operating Procedures



# RPM Phases (continued)

## 3

### Prepare

#### Client performs integration testing

- › Complete system configuration and extensions in the client's test environment
- › Bi-weekly code deployment testing

#### Client performs volume testing

- › Provide a thorough performance test
- › Offer suggestions on volumes

#### Mock-Conversion

##### Preparedness Audit

- › Compare to project objectives provided in the design phase
- › Detail project tasks in terms of system configuration, data elements, interfaces, training, hardware, technical and end-user preparation, facility (if applicable), conversion, system administration and implementation support
- › Review and acknowledgement by client as part of readiness assessment
- › Ensure client execution of end-user training
- › Facilitate client communication

#### Completed

- › Integration and Volume Tests, End-User Training

#### Evaluated

- › Project Task List, Project Objectives and Risk Assessment Document

#### Deliverables

- › Go-Live Success Criteria
- › Risk Assessment
- › Implementation Checklist

## 4

### Deploy

#### Go-live!

#### Implementation Support

#### Transition to Customer Support

#### Deliverables

- › Issues List
- › Post Project Assessment Documents

responsibilities outlined on the following pages are typical of an implementation, which can come from the client organization or a third-party implementer. Final resource assignments vary by project.

## 5

### Client Support

#### Transition Plan

- › Preliminary project transfer meeting
- › Project transfer meeting
- › CSO system familiarity

The team members, roles and



# Client Recommended Team Members

## Executive Sponsors (CIO, COO, VP/Director of Operations and VP/Director of Logistics)

- › Provide executive leadership and strategic vision
- › Define, monitor and approve attainment of project goals
- › Approve “executive level” implementation schedule
- › Review and approve preparedness and post-project assessments
- › Review and approve significant budget, scope and timeline changes

## Project Manager

- › Assume responsibility for attaining project goals and objectives
- › Keep executive sponsors informed of project status, significant scope changes and issues
- › Serve as single point of contact with Manhattan project manager
- › Approve implementation schedule
- › Review and approve acknowledgement letters for the different phases of the project
- › Manage implementation issues list: identify, define and prioritize implementation issues; assign accountability; communicate issues to all appropriate parties; drive issues to closure
- › Resolve business issues related to budgeting, licensing, payment, maintenance, scope management and timelines
- › Proactively monitor all client responsibilities: deliverables, responsibilities, deadlines, priorities/criticalities and dependencies
- › Ensure appropriate involvement of operations: information services, customer service, finance and other related client departments throughout the project
- › Ensure timely and thorough review/approval of all design documents and operational flow
- › Coordinate host interface design and testing
- › Facilitate system configuration, unit testing and system testing
- › Develop and execute training strategy
- › Coordinate timely hardware procurement and installation, including approval of all sizing documents
- › Complete client’s section of assessments
- › Determine functional priorities during initial implementation
- › Coordinate efforts for conversion execution and go-live
- › Facilitate transition to internal client support

## Business Leader(s)

- › Communicate business requirements
- › Sign off on business process design
- › Ensure business data validation
- › Provide leadership during training and go-live

## Solution Champion

- › Learn base solution functionality on business process design
- › Assist implementer in CRP preparation and execution
- › Lead system configuration and conversion plan
- › Lead unit, system and volume testing
- › Assist with operational changes associated with solution installation
- › Test programs delivered by Manhattan and promote to production; maintain program migration procedures and matrix
- › Day-to-day point of contact for all implementation issues
- › Provide first-level internal support
- › Monitor system diagnostics
- › Administer end-user training according to training plan

## Integration Leader

- › Develop and/or test interface programs
- › Develop and test required conversion programs
- › Serve as first point of contact for integration issues during start-up
- › Plan and execute strategy to keep systems synchronized

## Database/System Administrator

- › Manage software installation and project preparation
- › Identify appropriate media
- › Establish remote access
- › Assign passwords with proper authority
- › Manage network administration and database administration
- › Facilitate system accessibility for implementation and support
- › Assist during conversion planning and execution
- › Develop and deploy purge, back up and archiving strategies
- › Assume Manhattan Associates product suite administration responsibility (purges, host synchronization, systems backup)

## Hardware Leader

- › Complete system sizing documents, incorporating growth projections
- › Determine corporate system architecture and networking communications strategy
- › Assist with facility preparation: implement all peripheral hardware, including configuration of workstation IDs

## Warehouse Manager (when applicable)

- › Represent operations group throughout the project
- › Participate during functional and detail design to validate that system extensions meet operational needs
- › Validate information for system sizing document (order volume, lines per order, etc.)
- › Approve format of all system-generated documents: forms, reports and labels
- › Approve and supervise execution of end-user training schedule
- › Lead carrier and customer compliance process for all processes and forms (paper and electronic)
- › Capture and validate all essential data elements: standard carton quantity, SKU dimensions and volume
- › Develop standard operating procedures (SOPs)
- › Ensure all inventory accuracy before go-live or immediately after initial implementation
- › Complete facility preparation, including location labeling, move unit labeling, etc.
- › Approve physical conversion plan
- › Confirm facility preparedness during the Preparedness Assessment
- › Assume responsibility for throughput during implementation; understand required shipping volumes and monitor actual volume shipped
- › Provide details to enable mapping of daily operations



## Typical Manhattan Team Members

### Account Manager

**Supervise sales transition process; approve final budget proposal:**

- › Work with client to realize the value and returns on its investment
- › Ensure understanding of project requirements and expectations between client and Manhattan Drive client satisfaction
- › Participate in risk and post-project assessments
- › Ensure successful transition from Professional Services to Customer Support
- › Drive resolution for escalated issues

### Project Manager

**Assume primary execution responsibility of the following for overall project success:**

- › Attain client goals within the mutually agreed budget and timeline
- › Review and resolve project issues
- › Develop professional relationships with client team members
- › Ensure timely payment of invoices

**Oversee the project “kick-off” processes:**

- › Perform an RPM overview
- › Review roles and responsibilities and assist in assigning personnel
- › Review project goals and objectives
- › Ensure client has appropriate executive sponsorship, representation and staffing
- › Coordinate training and testing with client
- › Review implementation budget and specific deliverables with client
- › Develop critical success criteria

**Execute project utilizing RPM as a base:**

- › Manage Salesforce
- › Coordinate project design with the design lead
- › Coordinate extensions development
- › Approve unit and system test plans
- › Ensure configuration, unit and integration testing
- › Assist client in developing training strategy
- › Assist client with change management plan
- › Work with client to ensure smooth start-up
- › Drive go-live preparedness audit and go/go-later decision process
- › Drive implementation issues to closure
- › Facilitate transition from implementation team to Customer Support

**Ongoing responsibilities:**

- › Perform project status review
- › Develop and maintain project plan, budget and delivery schedule
- › Ensure timely delivery of all deliverables
- › Prepare and submit acknowledgement letters for different phases of the project
- › Perform project scope management
- › Identify points of failure, communicate and determine action
- › Perform Project-based Reviews for Manhattan team members
- › Facilitate project team member transitions
- › Review project utilization and for time accounting

### QA Design Lead

- › Verify that the proposed operational flow and extensions satisfy project requirements and goals
- › Perform periodic quality audits on project to ensure completeness of design
- › Serve as escalation point for design issues
- › Provide suggestions for design improvements and alternatives
- › Supervise and contribute to the design effort: functional, detail, host interface
- › Complete the Project Assessment Design Sheet

### Design Lead

- › Lead functional design effort
- › Understand functional scope, assess client’s ability to change and identify potential implementation budget constraints
- › Manage design budget and scope; initiate scope changes, as appropriate, with the project manager
- › Develop operational flow, detail design documents, conversion strategy and implementation strategy
- › Work with client to ensure upgradability of client’s design
- › Lead detail design effort
- › Lead host interface design efforts
- › Manage effective communication with development team
- › Assist implementation team with resolution of design issues
- › Provide support at go-live, if required



## Typical Manhattan Team Members (continued)

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### Consultant

- › Ensure execution of RPM methodology
- › Support preparation and delivery of CRP
- › Monitor extensions development
- › Develop and execute unit test plans, including data setup and procedural changes
- › Participate in interface testing
- › Deliver Key User Training (train-the-trainer approach)
- › Perform configuration
- › Support execution of client's system test plan
- › Support client's change management process
- › Manage implementation preparation, including facility preparation (if applicable) and issues resolution
- › Support conversion planning
- › Provide go-live and post-implementation support
- › Work with client to ensure timely maintenance of project documentation

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### Hardware Consultants

- › Participate to provide hardware estimate
- › Coordinate management of all client hardware needs with the project manager
- › Ensure timely resolution of hardware issues
- › Ensure timely configuration of equipment
- › Offer hardware selection and configuration alternatives to client
- › Consult on mobile strategy
- › Coordinate timely installation of equipment with each vendor, e.g., server, printing and data collection, including R.F., scales and CubiScan(s)
- › Collect required information for hardware configuration from client
- › Configure all products
- › Knowledge transfer of hardware configuration, support and troubleshooting to client
- › Provide post-implementation support on all hardware-related issues

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### Technical Director

- › Staff project development tasks
- › Drive resolution for escalated issues
- › Perform periodic quality audits
- › Supervise the development process

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### Technical Project Manager

- › Participate in functional design validation, gap analysis and detail design processes
- › Participate in interface design
- › Provide budget and timeline for extensions
- › Explain implications of any scope changes to project team
- › Ensure timely delivery of all extensions within budget and project constraints
- › Provide technical support for implementation

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### Software Engineer/ Programmer Analyst

- › Collaborate with project team to ensure understanding of extensions and issues
- › Develop extensions according to specifications
- › Resolve documented extensions issues
- › Provide support during interface testing and system configuration

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### Customer Support Manager

- › Assume overall supervisory accountability for project success and issue resolution after client has transitioned to Customer Support
- › Develop professional relationships with client executives and project team members
- › Prioritize and ensure timely resolution of all project-related issues

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### Customer Support Consultant

- › Provide go-live and post-implementation support, as required
- › Record, research and resolve issues in a timely manner
- › Understand solution design and extensions and their impact on client's business operations



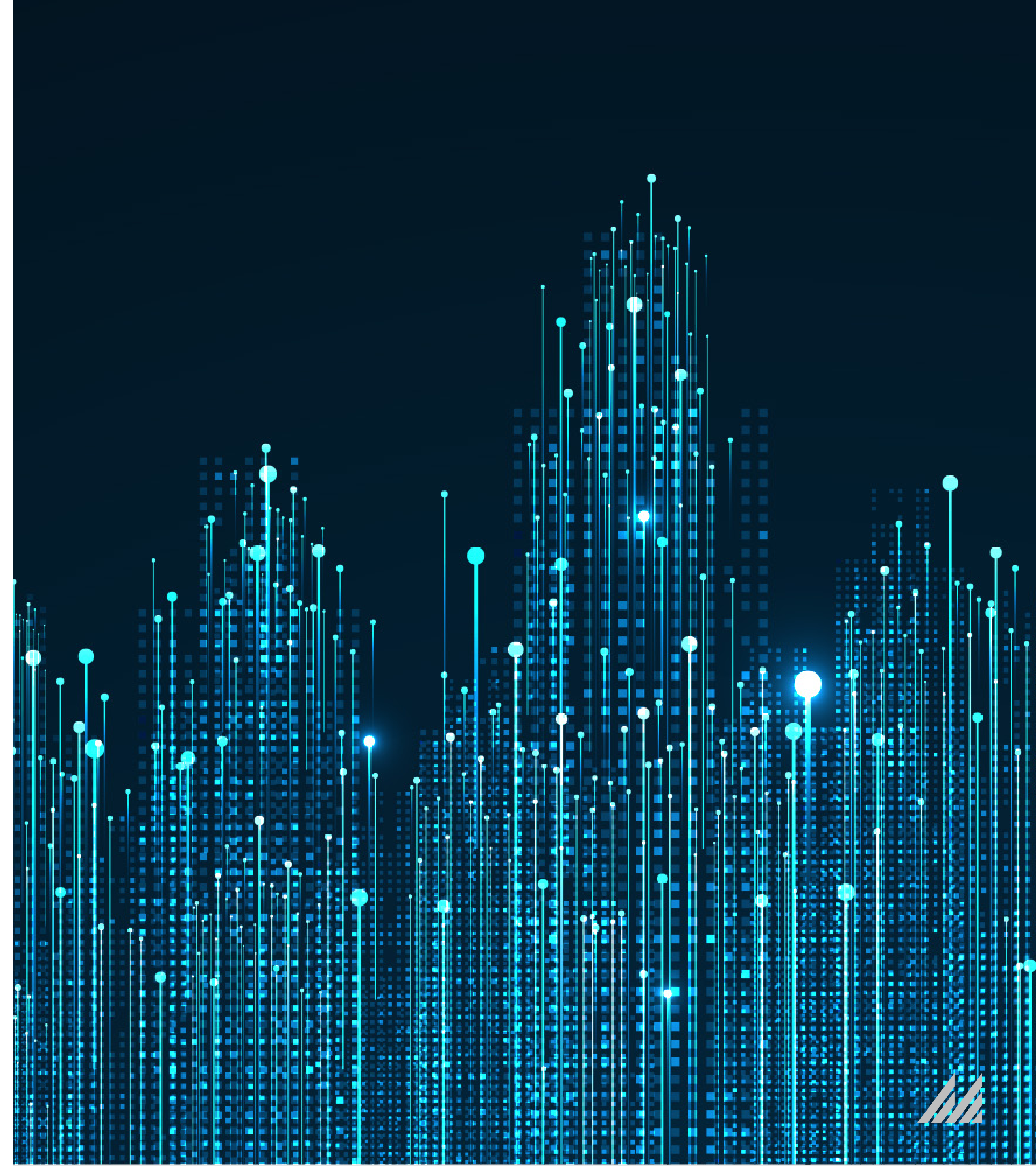
# Results-Driven Performance Methodology **SaaS**

RPM is the process Manhattan uses to deliver product(s) or other software and related services to our customers. Our team of professionals around the world offers extensive industry, technology and implementation experience.

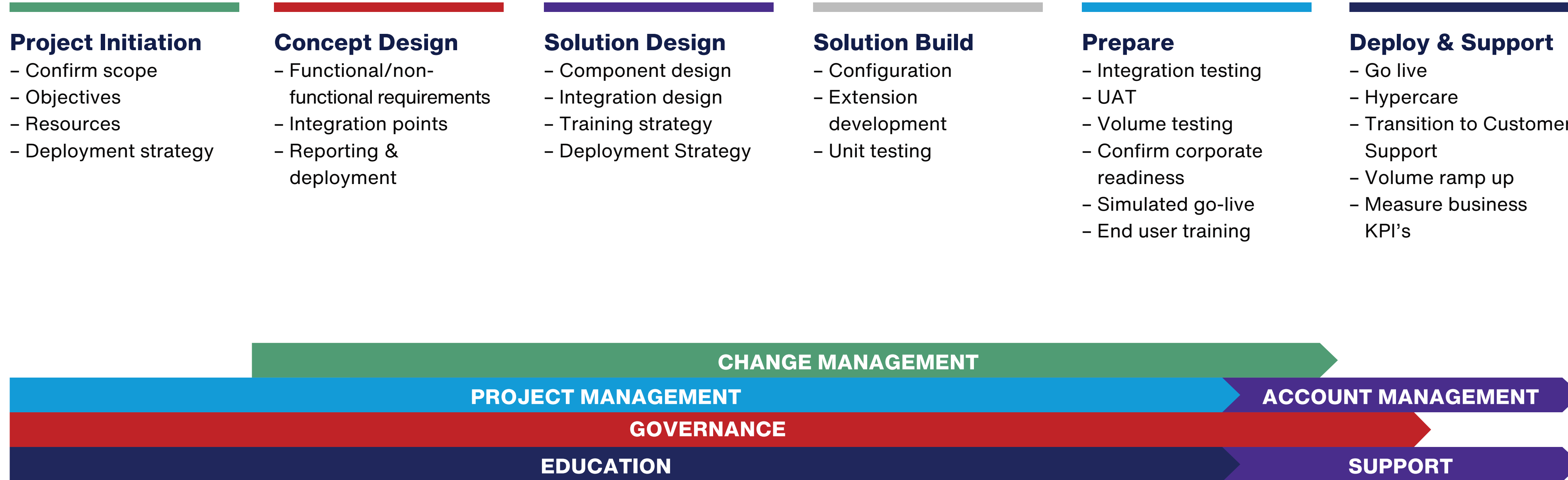
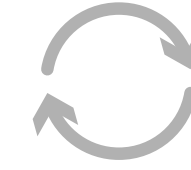
Manhattan has institutionalized a standard implementation methodology that is part of our certified quality management system and capitalizes on our collective experience. This internally developed methodology – Manhattan RPM – takes into account the appropriate staffing to meet the client’s deadlines and the proper procedures and documentation resulting in a successful implementation of Manhattan solutions. RPM fundamentals include teamwork, structured client involvement and the use of discrete, linear stages with concrete deliverables. Each stage has clearly defined goals as well as roles and responsibilities for both the user’s and Manhattan project teams.

**Specifically, Manhattan RPM adds value to a project by:**

- › Institutionalizing best practices refined over hundreds of installations;
- › Defining guidelines for setting roles and responsibilities of both client and consultant;
- › Providing a roadmap to assist in scheduling and resource planning;
- › Standardizing methods in order to assure accuracy and consistency;
- › Implementing a systematic, proactive approach to project management;
- › Increasing visibility to critical path items and key milestones; and
- › Integrating feedback loops/reviews into the implementation process to drive corporate learning.



# Phases of RPM



Each phase of Manhattan RPM includes a standard set of deliverables, which is provided to the client and requires project team approval before movement to the next phase. The client is also provided with periodic project status reports. RPM includes a standard pre-implementation preparedness assessment, performed by senior Manhattan Associates personnel, that is designed to identify risks associated with the implementation and provide recommendations as to the client's preparedness. To reduce dependency on Manhattan resources, RPM requires significant client involvement during the implementation process. The team trains personnel on the base system as early as possible and includes the client resources in all aspects of the implementation. This ensures a successful start-up, both during and after implementation. Through these processes, we can ensure that the appropriate team is selected for each project, lock in schedules for the project duration and identify any additional needs during the project.



## Manhattan Professional Services Organization (PSO)

Manhattan RPM services are provided by our Professional Services Organization (PSO). This team helps bring maximum supply chain efficiency to our clients' operations and offers services every step of the way—from sales to implementation and beyond. This is part of our commitment to a long-term partnership with each of our clients. An implementation team will be assigned to your project from our experienced personnel in Professional Services, ranging in experience from one year to 15+ years of supply chain implementations.

This organization is comprised of over 1,950 associates—business consultants, systems analysts and technical personnel—devoted to assisting clients in all phases of systems implementation, including planning and design, customer-specific configuring of modules and onsite implementation or conversion from existing systems.

After implementation, clients are transferred to our Customer Support Organization, a team of over 840 associates that provide 24/7 support for issue resolution as well as any further consulting or technical services required. In addition, clients have an assigned consultant who is there to assist with the implementation of quarterly release functionality and to provide consulting support for future business initiatives. This support offering is included within the annual SaaS Subscription.





# RPM Phases

Manhattan RPM consists of five phases for solution implementation. At the end of each phase, there is a checklist of deliverables for both Manhattan and the client.

## Project Initiation

### Project Kickoff

- › Discuss project objectives
- › Review the statement of work and project plan, as well as roles and responsibilities
- › Review current state processes and procedures
- › Discuss and review functionality, including interfaces
- › Show basic screens, or “whiteboard” functionality
- › Document key decisions and discuss next steps

# 1

## Design

### Solution Design

- › Document how the client will use the solution(s) in its operations
- › Identify each functional area
- › Highlight gaps between operation process and system (extensions)
- › Interactive review and revision with client involvement

### Conversion Plan

- › Outline steps required to begin production use of Manhattan solution(s)
- › Include dates and times: shut down old systems and turn on new system(s)
- › Discuss development of conversion programs

### Extension Specifications

- › Outline process, required input, screen flow, decision points, validations and updates
- › Outline technical components
- › Obtain client acknowledgement of functionality and estimate

### Host Interface Documents

- › Describe fields needed to transfer data between Manhattan and client’s host system

### Client Acknowledgement of Design Phase

- › Review: design audit, solution design, interface design, extension specifications
- › Evaluate: revised project plan (timeline and budget estimate) and SOW

### Hardware Sizing

- › Manhattan Associates hardware sizing recommendation provided to the client

### Deliverables

- › Solution Design
- › Performance Expectations Document
- › Productivity Expectation Document
- › Network Topology
- › Purge and Archive Strategy
- › Gap List and Specifications
- › Host Interface Requirements
- › Conversion Plan
- › Revised Timeline and Statement of Work

# 2

## Build

### Extension Development

- › Create new program using programming standards
- › Verify accuracy of screen flow and updates through unit testing
- › Perform code review with technical manager

### Interface Development

- › Prepare client-developed conversion and interface programs

### Unit Test Conditions and Software

- › Delivery Notification
- › Perform analyst’s initial unit test during development
- › Perform final validation of the unit test in the client’s test environment
- › Lead design reviews unit testing process
- › Interact with client to review and test extensions
- › Conduct client-promoted codes to the client’s production environment

### Training and Documentation

- › Conduct system configuration training
- › Perform functional training: train the trainer
- › Create client-developed training strategy
- › Document client standard operating procedures
- › Prepare client facility (if applicable to solution(s) being implemented)
- › Support client in all of the above

### Deliverables

- › Unit Test Conditions
- › Change Request List
- › System Test Scripts
- › Training Plan
- › Standard Operating Procedures



## RPM Phases (continued)

# 3

### Prepare

#### Client performs integration testing

- › Complete system configuration and extensions in the client's test environment
- › Bi-weekly code deployment testing

#### Client performs volume testing

- › Provide a thorough performance test
- › Offer suggestions on volumes

#### Mock-Conversion

##### Preparedness Audit

- › Compare to project objectives provided in the design phase
- › Detail project tasks in terms of system configuration, data elements, interfaces, training, hardware, technical and end-user preparation, facility (if applicable), conversion, system administration and implementation support
- › Review and acknowledgement by client as part of readiness assessment
- › Ensure client execution of end-user training
- › Facilitate client communication

#### Completed

- › Integration and Volume Tests, End-User Training

#### Evaluated

- › Project Task List, Project Objectives and Risk Assessment Document

#### Deliverables

- › Go-Live Success Criteria
- › Risk Assessment
- › Implementation Checklist

# 4

### Deploy

#### Go-live!

#### Implementation Support

#### Transition to Customer Support

#### Deliverables

- › Issues List
- › Post Project Assessment Documents

The team members, roles and responsibilities outlined on the following pages are typical of an implementation, which can come from the client organization or a third-party implementer. Final resource assignments vary by project.

# 5

### Client Support

#### Transition Plan

- › Preliminary project transfer meeting
- › Project transfer meeting
- › CSO system familiarity



# Client Recommended Team Members

## Executive Sponsors (CIO, COO, VP/Director of Operations and VP/Director of Logistics)

- › Provide executive leadership and strategic vision
- › Define, monitor and approve attainment of project goals
- › Approve “executive level” implementation schedule
- › Review and approve preparedness and post-project assessments
- › Review and approve budget, scope and timeline changes

## Project Manager

- › Assume responsibility for attaining project goals and objectives
- › Keep executive sponsors informed of project status, significant scope changes and issues
- › Serve as single point of contact with Manhattan project manager
- › Approve implementation schedule
- › Review and approve acknowledgement letters for the different phases of the project
- › Manage implementation issues list: identify, define and prioritize implementation issues; assign accountability; communicate issues to all appropriate parties; drive issues to closure
- › Resolve business issues related to budgeting, licensing, payment, maintenance, scope management and timelines
- › Proactively monitor all client responsibilities: deliverables, responsibilities, deadlines, priorities/criticalities and dependencies
- › Ensure appropriate involvement of operations: information services, customer service, finance and other related client departments throughout the project
- › Ensure timely and thorough review/approval of all design documents and operational flow
- › Coordinate host interface design and testing
- › Facilitate system configuration, unit testing and system testing
- › Develop and execute training strategy
- › Coordinate timely hardware procurement and installation, including approval of all sizing documents
- › Complete client’s section of assessments
- › Determine functional priorities during initial implementation
- › Coordinate efforts for conversion execution and go-live
- › Facilitate transition to internal client support

## Business Leader(s)

- › Communicate business requirements
- › Sign off on business process design
- › Ensure business data validation
- › Provide leadership during training and go-live

## Solution Champion

- › Learn base solution functionality on business process design
- › Assist implementer in CRP preparation and execution
- › Lead system configuration and conversion plan
- › Lead unit, system and volume testing
- › Assist with operational changes associated with solution installation
- › Test programs delivered by Manhattan and promote to production; maintain program migration procedures and matrix
- › Day-to-day point of contact for all implementation issues
- › Provide first-level internal support
- › Monitor system diagnostics
- › Administer end-user training according to training plan

## Integration Leader

- › Develop and/or test interface programs
- › Develop and test required conversion programs
- › Serve as first point of contact for integration issues during start-up
- › Plan and execute strategy to keep systems synchronized

## System Administrator

- › Establish remote access
- › Assign and manage passwords with proper authority
- › Manage network administration and database administration
- › Facilitate Manhattan Associates’ system accessibility for implementation and production support
- › Assist during conversion planning and execution
- › Develop and determine purge, back up and archiving strategies

## Hardware Leader

- › Complete system sizing documents, incorporating growth projections
- › Determine corporate system architecture and networking communications strategy
- › Assist with facility preparation: implement all peripheral hardware, including configuration of workstation IDs

## Warehouse Manager (when applicable)

- › Represent operations group throughout the project
- › Participate during functional and detail design to validate that system extensions meet operational needs
- › Validate information for system sizing document (order volume, lines per order, etc.)
- › Approve format of all system-generated documents: forms, reports and labels
- › Approve and supervise execution of end-user training schedule
- › Lead carrier and customer compliance process for all processes and forms (paper and electronic)
- › Capture and validate all essential data elements: standard carton quantity, SKU dimensions and volume
- › Develop standard operating procedures (SOPs)
- › Ensure all inventory accuracy before go-live or immediately after initial implementation
- › Complete facility preparation, including location labeling, move unit labeling, etc.
- › Approve physical conversion plan
- › Confirm facility preparedness during the Preparedness Assessment
- › Assume responsibility for throughput during implementation; understand required shipping volumes and monitor actual volume shipped
- › Provide details to enable mapping of daily operations



## Typical Manhattan Team Members

### Account Manager

#### Supervise sales transition process; approve final budget proposal:

- › Work with client to realize the value and returns on its investment
- › Ensure understanding of project requirements and expectations between client and Manhattan Drive client satisfaction
- › Participate in risk and post-project assessments
- › Ensure successful transition from Professional Services to Customer Support
- › Drive resolution for escalated issues

### Project Manager

#### Assume primary execution responsibility of the following for overall project success:

- › Attain client goals within the mutually agreed budget and timeline
- › Review and resolve project issues
- › Develop professional relationships with client team members
- › Ensure timely payment of invoices

#### Oversee the project “kick-off” processes:

- › Perform an RPM overview
- › Review roles and responsibilities and assist in assigning personnel
- › Review project goals and objectives
- › Ensure client has appropriate executive sponsorship, representation and staffing
- › Coordinate training and testing with client
- › Review implementation budget and specific deliverables with client
- › Develop critical success criteria

#### Execute project utilizing RPM as a base:

- › Manage Salesforce
- › Coordinate project design with the design lead
- › Coordinate extensions development
- › Approve unit and system test plans
- › Ensure configuration, unit and integration testing
- › Assist client in developing training strategy
- › Assist client with change management plan
- › Work with client to ensure smooth start-up
- › Drive go-live preparedness audit and go/go-later decision process
- › Drive implementation issues to closure
- › Facilitate transition from implementation team to Customer Support

#### Ongoing responsibilities:

- › Perform project status review
- › Develop and maintain project plan, budget and delivery schedule
- › Ensure timely delivery of all deliverables
- › Prepare and submit acknowledgement letters for different phases of the project
- › Perform project scope management
- › Identify project points of failure, communicate with client and determine appropriate course of action
- › Perform Project-based Reviews (PBRs) for Manhattan Associates team members
- › Facilitate project team member transitions
- › Review project utilization and use of appropriate sub-projects for time accounting by the project team

### QA Design Lead

- › Verify that the proposed operational flow and extensions satisfy project requirements and goals
- › Perform periodic quality audits on project to ensure completeness of design
- › Serve as escalation point for design issues
- › Provide suggestions for design improvements and alternatives
- › Supervise and contribute to the design effort: functional, detail, host interface
- › Complete the Project Assessment Design Sheet

### Design Lead

- › Lead functional design effort
- › Understand functional scope, assess client’s ability to change and identify potential implementation budget constraints
- › Manage design budget and scope; initiate scope changes, as appropriate, with the project manager
- › Develop operational flow, detail design documents, conversion strategy and implementation strategy
- › Work with client to ensure upgradability of client’s design
- › Lead detail design effort
- › Lead host interface design efforts
- › Manage effective communication with development team
- › Assist implementation team with resolution of design issues
- › Provide support at go-live, if required



## Typical Manhattan Team Members (continued)

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### Technical Director

- › Staff project development tasks
- › Drive resolution for escalated issues
- › Perform periodic quality audits
- › Supervise the development process

---

### Consultant

#### Ensure execution of RPM methodology

#### Lead the following RPM tasks:

- › Monitor extensions development
- › Develop and execute unit test plans, including data setup and procedural changes
- › Participate in interface testing
- › Deliver Key User Training (train-the-trainer approach)
- › Perform configuration
- › Support execution of client's system test plan
- › Support client's change management process
- › Manage implementation preparation, including facility preparation (if applicable) and issues resolution
- › Support conversion planning

#### Provide go-live and post-implementation support Work with client to ensure timely maintenance of project documentation

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### Enterprise Mobility and Device Consultants

- › Participate to provide hardware estimate
- › Coordinate management of all client hardware needs with the project manager
- › Ensure timely resolution of hardware issues
- › Ensure timely configuration of equipment
- › Offer hardware selection and configuration alternatives to client
- › Consult on mobile strategy
- › Coordinate timely installation of equipment with each vendor, e.g., server, printing and data collection, including R.F., scales and CubiScan(s)
- › Collect required information for hardware configuration from client
- › Configure all products
- › Knowledge transfer of hardware configuration, support and troubleshooting to client
- › Provide post-implementation support on all hardware-related issues

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### Technical Project Manager

- › Participate in functional design validation, gap analysis and detail design processes
- › Participate in interface design
- › Provide budget and timeline for extensions
- › Conduct Technical Kick off and orientation for client team
- › Participate in technical design for integration landscape, Solution identity management (Authorization) , Monitoring and Alerting strategy
- › Involved in coordination between Client teams and MA CloudOps teams
- › Explain implications of any scope changes to project team
- › Ensure timely delivery of all extensions within budget and project constraints
- › Provide technical support for implementation

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### Software Engineer/ Programmer Analyst

- › Collaborate with project team to ensure understanding of extensions and issues
- › Develop extensions according to specifications
- › Resolve documented extensions issues
- › Provide support during interface testing and system configuration

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### Customer Support Manager

- › Assume overall supervisory accountability for project success and issue resolution after client has transitioned to Customer Support
- › Develop professional relationships with client executives and project team members
- › Prioritize and ensure timely resolution of all project-related issues

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### Customer Support Consultant

- › Provide go-live and post-implementation support, as required
- › Record, research and resolve issues in a timely manner
- › Understand solution design and extensions and their impact on client's business operations



# Training & Change Management



# Training and Education

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 at their location, onsite at Manhattan Associates in Atlanta, GA, or virtually.



## 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.

We empower you to maximize the returns on your Manhattan software by ensuring your organization is prepared and ready for the positive impacts of the transformation.

### Training Enablement

- › Build comprehensive training strategies to increase employee confidence.
- › Create custom training content catered to your unique business requirements.
- › Coach on training delivery, process adoption and championing change.

### Tailored Solutions

- › Partner with Manhattan experts to design, build and deploy deliverables to best manage change throughout the project lifecycle.
- › Build custom plans to complement your organizational culture, goals and requirements.

### Risk Mitigation

- › Align team members with the business case for the implementation.
- › Anticipate and mitigate employee resistance.
- › Communicate impacts and benefits in effectively

## 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.

### What if your front-line employees could consistently perform without constant interference?

Manhattan training experts will prepare your team so you can keep your operation running smoothly at all times. Customize your end-user training, codify your processes and deploy system knowledge sustainably. The result? Improved efficiency and speed to proficiency, enabling your organization to provide the quality of service and user experience you expect.

### FastTrack Benefits

- › Up to **80%** less time spent on preparing documentation
- › Up to **40%** less time spent on correcting errors
- › Up to **30%** less time spent in training classes
- › Up to **90%** reduction in costs for training updates and changes
- › Up to **60%** fewer standard inquiries at the help desk

## Continued Learning

Education doesn't end when your team is trained on the new software. We also 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



# Enterprise Mobility

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

## 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, industry-leading and new services. To make it even easier, we've already integrated Manhattan Active Solutions into industry-leading solutions for everything from inventory visibility and autonomous mobile robots to payments, fraud, industry-leading and search engine shopping, just to name a few.

## One point of contact

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.

“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



## Hardware Assessments

First, we look at risk factors, outdated hardware and software, configurations, readiness, and wireless network coverage to see if you need to make upgrades and updates, all in preparation for your Manhattan software implementation.

## Customized Solutions

Our consultants will take the time to understand your current legacy systems and where you want to head strategically. We'll assess your specific operational requirements and identify the best equipment you will need to meet your objectives.

## Procurement

We source the best technologies to support your software. Our team can help you procure recommended mobile devices, robotics, point-of-sale terminals, voice solutions, barcode scanners, Mobile Device Management (MDM) software, RFID tags and readers, document and label printers and other essential equipment.

## Implementation

Our engineers will configure your devices according to the industry's best practices. We perform configurations every week and are intimately familiar with the intricacies and complexities of a successful deployment.

## Training

We provide customized, comprehensive hardware training for your users. Training covers staging, troubleshooting, management, functionality and hands-on use of the equipment.

## Support

Instead of calling several different vendors when you experience a problem, you can just call us. We know your hardware and software inside out, and we have partnerships with many of your vendors. Let us chase down the problem and sort it out.

## Ongoing Consulting

Your business goals, objectives and strategies are often changing. Our industry-leading mobility engineers are always ready to provide advice and help you meet your objectives.

## Our Process

The Enterprise Mobility team are experts on every product we sell to you. We'll recommend the best models and part numbers to ensure the tech specs match your environment. Our engineers define industry best practices on how to configure, deploy and support products that we implement so that you maximize your investment.

Your internal team may oversee enterprise mobility refreshes, but they don't perform them daily. We do. Working seamlessly with Manhattan software teams, our process ensures the success of your software implementation.

**Assess:** We will hold a kickoff meeting, perform a hardware readiness assessment and conduct an ROI analysis to ensure any new hardware fits your needs and budget.

**Design:** We'll craft an enterprise mobility management strategy, design your workflow automation and user experience enhancements and select your devices.

**Procure:** As a strategic partner with the top enterprise manufacturers, we receive the best, most competitive pricing. Because we implement hundreds of projects each year, we know how to procure the best hardware for your needs quickly.

**Implement:** We oversee staging, configuration, connectivity, training and change management.

**Support:** Our 24x7 helpdesk, customer portal and overnight hardware replacement help you respond quickly to any hardware issue. And our partnerships with manufacturers connect you to high-end Tier 1 and Tier 2 support.

## Five reasons to choose Manhattan's Enterprise Mobility services

### 01

We deal with Manhattan hardware and software implementations every day. We know the right solutions at the lowest cost. And because of our manufacturer partnerships and volume purchasing, our customers receive the most competitive pricing.

### 02

We have decades of experience setting up equipment and we perform hundreds of implementations each year. Our knowledge and experience reduce implementation risks that may otherwise occur if you had bought hardware from a less experienced vendor.

### 03

After a major implementation, you want to see results: a smooth go-live, quick user adoption and ROI. Our team is already up to speed – requiring no separate vendor to learn or possibly conflict with your implementation. As a result, hardware becomes an integral part of implementation – leading to higher user acceptance, smoother change management and faster onboarding.

### 04

With our team overseeing procurement, implementation and support, you can extend the lifetime of your purchases. In addition, we also help you lower total cost of ownership through training, built-in support and buyback opportunities for used equipment.

### 05

By keeping tabs on patching, updates and upgrades to hardware, we ensure that your hardware runs at its highest performance. We stay current on hardware and software issues in our industry, so we can often respond quickly and proactively to major concerns. Lastly, our hardware maintenance ensures your security against cyberattacks and compliance with industry regulations.

