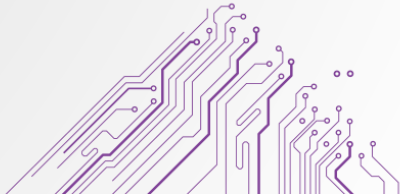


CLIENTEK

WHATEVER IT TAKES



History & Background

Clientek solves business problems, and through more than 25 years of developing custom software solutions we have continuously improved our engagement model.

Founded in 1992, we've engaged with more than 220 clients on more than 2,200 successful projects. Our clients span many industries and come in all sizes. We devote the entirety of our focus to the success of your project. Part of that dedication is aimed towards getting your solution to market in the quickest way possible. This allows you to focus your energy on the important work.

Our hybrid teams combine the best of local management with the high-energy output of a stellar, offshore team. These teams build a system that accomplishes your goals.

Not only does it differentiate us from our competitors, but it also allows us to deliver superior results. We work with our clients to gain an understanding of the project objectives. Using well established agile methods, rooted in shared risk and predictability, we provide our clients with transparency through frequent communication and our real-time project dashboards.



Key Differentiators

Real-World Experience

- Clientek completed its first agile project delivery more than fifteen years ago. Realizing that the analysis of objectives and refinement of requirements lead to much better prioritization of agile backlogs, we incorporated Value-Focused Delivery early in our maturation process. We've used that end-to-end methodology to both deliver better software systems and to improve delivery to our customers.

Value Focused Delivery

- We discover, document, and measure business objectives and recommend and/or execute changes that target those objectives. Well-defined processes must be adaptable to the needs and culture of the organization. We use measurable objectives to manage such adaptation, producing effective and economical improvements in project delivery.

Full Project Life Cycle

- Successful implementation of Value-Focused Delivery should embrace the entire life cycle, from need, through discovery, build, and test to deployment. An organization cannot be agile unless the entire life-cycle becomes agile. We understand and have participated in the complete life cycle with our clients. And we use these techniques exclusively when executing development. We can, and do, cover the full range.

Value Focused Delivery

Deliver Faster

- Our agile approach prioritizes work based on its value and is designed to provide noticeable benefits to your organization in a timely manner. We have assisted countless teams in significantly reducing their average time to market for new systems, new features, and key repairs.

Predictable

- Our approach to project scheduling is designed around short development cycles; we refer to these cycles as Sprints. Our teams focus on building software that is production ready. They follow a disciplined process enabling them to become predictable in what they can deliver. By design, Sprint scheduling also provides a great mechanism for recognizing process improvement opportunities.

High-Quality Results

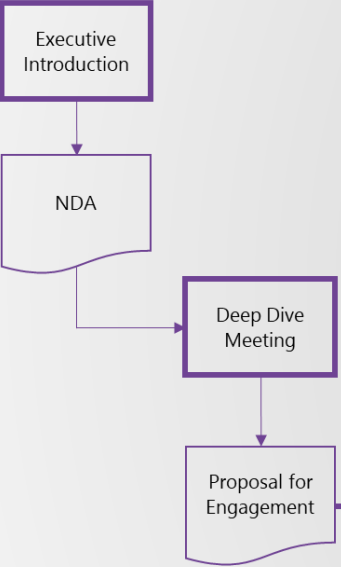
- Well defined requirements ensure a high-quality output at the end of each Sprint. We utilize superior technical engineers, developers and any other applicable resources to provide you with highest quality product. Our dedication to quality is something we take great pride in and is one of the first benefits your organization will see.



Project Approach

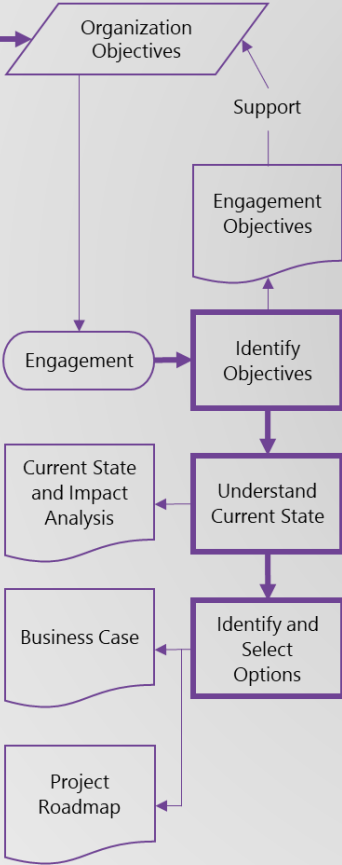
Discovery

The discovery phase allows for organizational introductions and assurance that we're the right fit



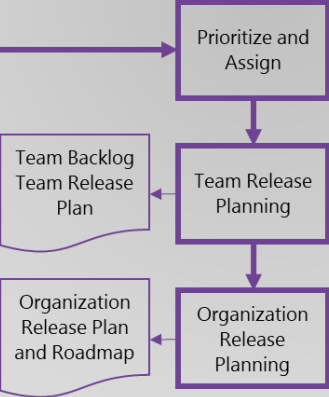
Inception

The inception phase provides a clear definition of success and the approach for achieving it



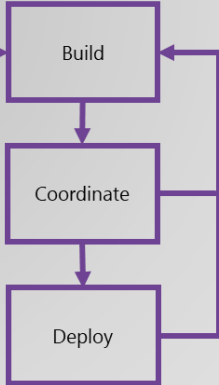
Alignment

The alignment phase provides clear expectations of what is going to be delivered, and when



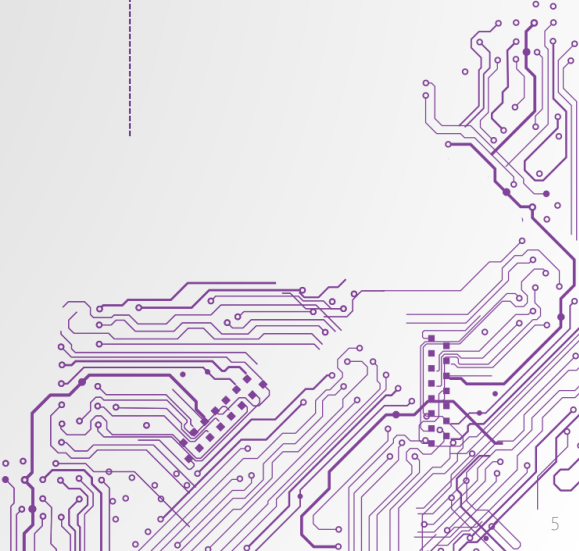
Execution

The execution phase provides consistent delivery of value regarding the defined objectives



Measure

The measure phase provides feedback on the impact caused by the execution of the defined objectives and will be used for planning future releases





Deep Dive

The Deep Dive meeting gives validity to your current efforts and offers an outline for how Clientek would engage with you on providing the correct solution. Our senior level consultants lead this 2-hour discussion, at no cost to your organization.

Discussion Points

- Problem Statement
 - We gather the necessary information to identify your specific Problem Statement
- Current State Outline
 - We analyze the current effort being put forth and provide a high-level Current State Outline for your project
- Inception Approach
 - Once our team has digested the information we gained from our discussion they sit down and begin to create the Inception Approach

Deliverable

- Inception Sprint Proposal
 - Following the Deep Dive, if an Inception Sprint Proposal is appropriate, it will be drafted and delivered to you.

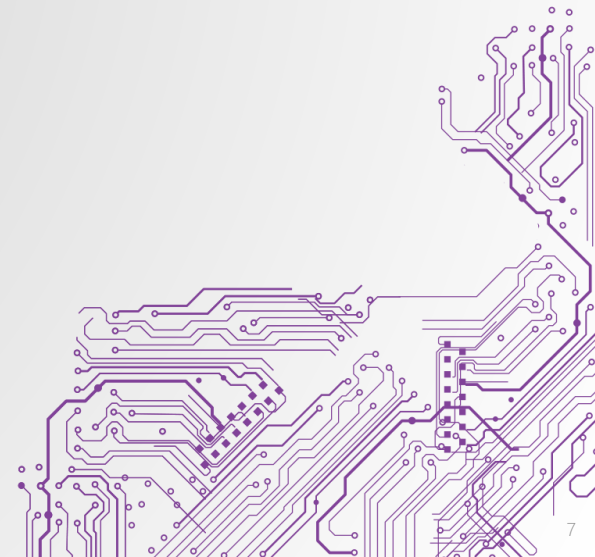


Inception Sprint

The goal of the Inception Sprint is to clearly articulate the business problem to be solved.

Once defined, we identify the most suitable approach and agree upon a method for solving it. The Inception Sprint provides our team a level of detail that allows them to generate a suitable business case, create a project roadmap, and outline the architectural approach.

We rank all project components by priority which allows our development team to immediately begin the implementation of the highest valued feature(s). All other project components remain in priority order and are placed within the project roadmap. This roadmap helps in providing an expected schedule of product releases.





Inception Sprint Project Pillars

Engagement Objectives

- Clear, concise, and defined measurements for success. Identify the definition of “Done”.

Current State Analysis

- Detailed definition of the current business processes and technical environments.

Solution/Feature Impact Analysis

- Prioritized, weighted approach to providing the correct business solution(s).

Roadmap

- A comprehensive schedule and budget providing expectations for feature delivery and deployments.

Business Case

- A justification and plan to help obtain funding approval for the project.

Capabilities Map (Example)

Order Intake

Ability to Process incoming Orders

Ability to Identify Order Quantity Changes

Ability to Automate Delivery Schedule Creation

Ability to Manually Enter/Edit Orders

Ability to Automate Trucking Schedules

Forecasting

Ability to Process Incoming Forecasts

Ability to Manually Edit Forecast Numbers

Ability to Alert on Forecast Changes

Ability to Automate Forecast Views

Compare Actuals to Forecasts

Ability to View Forecasted Production Needs

Production Control

Ability to Automate Mold Mix Draft

Ability to Manually edit Mold Mix data

Ability to track Mold and Mandrel Needs

Ability to Track BU Capabilities

Ability to Track Maintenance Schedule

Inventory

Ability to Enter New Inventory

Ability to Transfer Inventory Between Warehouses

Ability to Remove Inventory

Ability to Forecast Inventory

Shipping

Ability to Automate Picklist

Ability to Apply Customer Shipping Rules

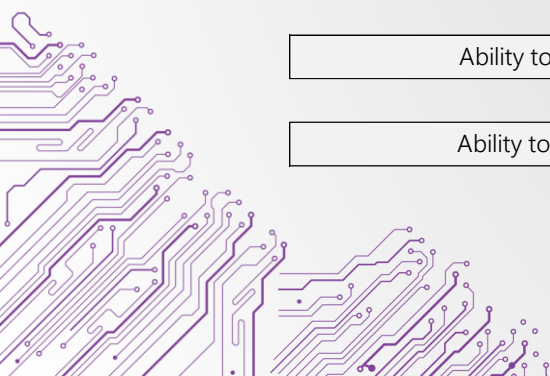
Ability to Automate Shipping Summary

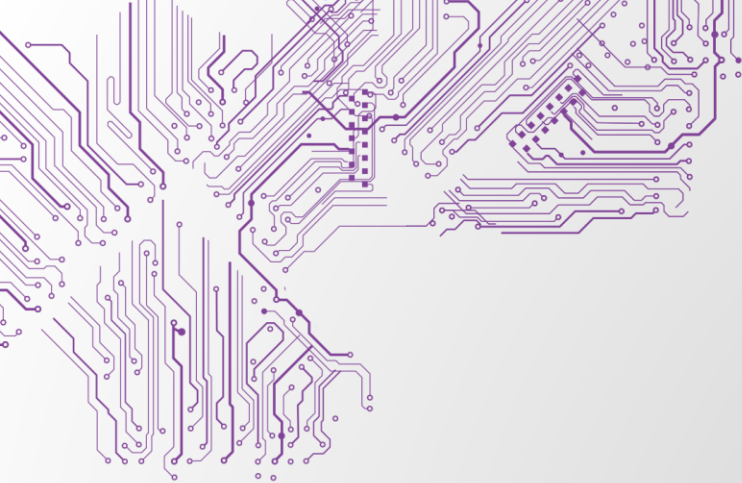
Systems

Ability to Control Access to Data

Ability to Access Anywhere

Incremental Releases





Feature Impact Analysis

(Example)

Objective
Operational Efficiency
Operational Risk
Production Run Length
Business Unit Profit
Sales Forecasts Accuracy
Hotlist Items
Lost Inventory
On Time Delivery
Total Scores

Total Score by Objective
22
12
14
14
3
9
7
22

Effort
Risk

Cost / Benefit Rank

F - Sales Forecasts	F - Production Forecasts	OI - Customer Mass Pro Orders	OI - Customer Service Orders	PL - Monthly Plan	PL - Delivery Schedules	PL - Inventory Management	PL - Mold Mix	P - Lot Control	P - WIP Inventory	P - Production	S - Carrier Management	S - Scheduling	S - Trailer Loading	A - Invoicing
1	0	1	2	0	2	3	2	1	2	1	1	2	2	2
0	0	0	0	0	1	3	3	0	0	0	1	1	1	2
0	1	0	1	2	2	2	3	0	1	2	0	0	0	0
1	2	0	0	3	1	0	3	0	1	3	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	1	1	0	2	1	0	0	0	2	0	0	0	0
0	0	0	0	0	0	3	0	2	2	0	0	0	0	0
1	1	2	1	2	2	1	3	0	0	1	2	3	3	0
8	4	4	5	7	10	13	14	3	6	9	4	6	6	4

2	3	2	2	3	2	3	2	3	2	2	1	2	1	3
1	3	1	1	3	3	1	2	2	3	2	1	2	3	1

65	30	45	50	45	65	85	90	30	45	65	50	50	50	40
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Release Roadmap (Example)

Key	
Release 1	Release 3
Release 2	Future

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- Ability to Apply Customer Shipping Rules
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- Incremental Releases



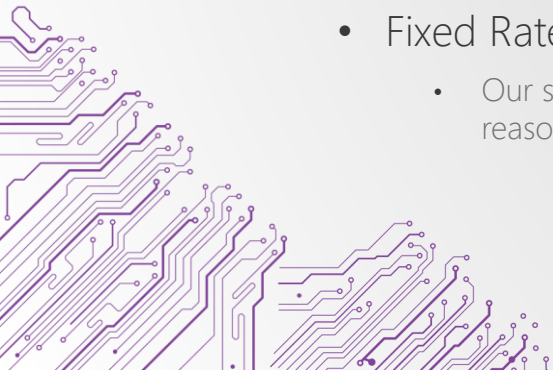
Project Execution Flexibility

Sprint Scheduling

- Clientek utilizes short development cycles referred to as Sprints. This agile methodology provides numerous benefits to our customers.

Benefits

- Consistent Delivery of Value
 - Every two weeks you receive value. We deliver all agreed-upon features and items to you at the end of every Sprint.
- Priority Realignments
 - Team Size Changes
 - Depending on a projects velocity, in some cases clients would like to either speed up development, or slow it down. By utilizing Sprint Scheduling we are able to allow our clients to make team size changes between any two sprints.
 - User Knowledge
 - As a project is underway and multiple features become live/in-use, clients may begin to realize that certain items that were originally high-priority may no longer be. During planning meetings between sprints we are able to realign our development efforts to assure we're providing the greatest amount of value at the end of every sprint.
- Project Pause
 - For any reason, clients are allowed to pause development work at the end of any sprint. In many cases, this is due to feature implementation, delivery digestion, or minimized project funding.
- Fixed Rated Costs
 - Our sprint pricing structure follows a fixed rate model. Once we've agreed to the work dedicated within a sprint we go about completing it. If for some reason we are unable to complete the work we committed to the sprint will continue until all the work has been delivered, at no extra cost.



Industry & Project Examples

Manufacturing & Distribution

One of Clientek's most notable clients is a major manufacturer headquartered in Minnesota, who serves customers in more than 50 countries around the world. Their agents use a custom built mobile application to check-in at each customer location. Once there they can order supplies, replenish consumables, add/delete services, and sync data instantly. Customers receive detailed reports of each service visit, are given the ability to look at service trends, and even predict their future needs. The application automatically syncs with their central service database as soon as a connection is achieved. On-board inventories, product/service descriptions, and customer work orders are always kept up-to-date.

Logistics

For one of the largest trucking/logistics companies in North America, we developed, designed, and built custom software and applications to assist in their day-to-day operations. This mobile device integration has allowed them to do things they never thought possible. We assisted in integrating this new custom software into their existing systems to work harmoniously with the technology they already had in place. Developing a custom mobile application for independent contractors has helped them increase revenues and decrease costs. Utilizing GPS technology for trailer tracking, these systems reinvented the way they conduct business.

Mobile Field Service

For several of our clients, we've built a cloud-based dispatch, field service, and routing system. The cloud middle tier integrates with client back-end systems to present an effective, mobile-based view for roving technicians. The systems are used by the service fleet for dispatch, ordering, routing, and other field-service functions. Their large, multi-national field fleet becomes much more effective, orders are up, and repairs/replenishment are completed often before the user is aware of the need. Just like those car-rental attendees, the mobile techs can print receipts and get customer approvals right on the spot.

Facilities & Maintenance

For one client, we integrated several facilities management systems into a customer-facing dashboard showing current status and status of pending/active work-orders. For a plumbing/electrical services company we've built a system of field-service-agent productivity apps, including work-order tracking, equipment checkout, customer charge backs, and agent (plumber, electrician, carpenter) time tracking. The system interfaces with their work-order system, their inventory/supplies control, and their payroll system.

Industry & Project Examples Continued

IoT Solutions & Integrations

One of our clients manages thousands of control devices for washing machines, dishwashers, kitchen, and pool/spa equipment. Clientek partnered with our client to develop an IoT solution allowing them to receive regular updates and specific alerts from the devices alongside an interface to remotely manage and program these devices. We also integrated their analytics data warehouse and Salesforce for customer alerts and support tickets.

Another client needed to know the status, location, and load condition of their 55,000+ truck trailers and containers. Trailers/containers were equipped with components from multiple vendors providing the tracking devices and software. We built a centralized information management solution utilizing GeoFencing to determine customer location.

Cloud Technology

For a \$10B maker of commercial cleaning machines and supplies we built a cloud-based middle tier that serves the machine controllers in each location. Controllers can track material usage and hours of service, allowing our client to predict replenishment and repair. The same middle-tier serves mobile endpoints used by the service fleet for dispatch, ordering, routing, and other field-service functions.

More than 90% of our projects involve PaaS components living in either Microsoft Azure or Amazon AWS, which is now standard practice when improving an aging system or building a new one. Utilization of these systems allows us build consistent, secure, and scalable custom solutions.

Health Care Services

We've helped our clients build systems that connect them with their customers, their suppliers, and their partners. For a child-services, care coordination client, we helped integrate a number of components to increase the efficiency of their mobile case managers. We've worked with payers, providers, and coordinators on case/claim management systems.

Supply Chain & Automation

One of Clientek's most notable clients is a major custom window manufacturer headquartered in Minnesota. We were asked to assist them in optimizing their supply chain planning and estimating process. Their primary goals were to reduce the amount of time spent calculating their supply chain needs and improving their on-time delivery statistics. The solution Clientek provided helped them automate their calculation of demand and apply configurable business rules to determine significant dates regarding manufacturing, supply orders, and transportation scheduling. This system also provided the capability to inform customers of the expected delivery date/time for their item(s) and minimize missed deliveries. It also created a major reduction in time spent on these activities by up to 70%; enabling their resources to spend their time on more value driven activities.



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