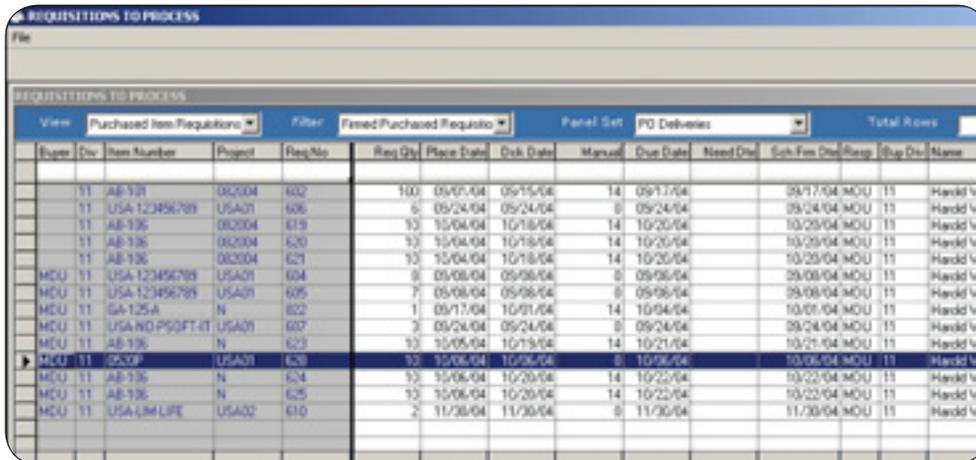


TriContinent Scientific

Relevant™ ERP

Hitachi Company Increases Efficiency More Than 30% With Relevant Business Wizard



Req No	Div	Item Number	Project	Req Qty	Place Date	Del Date	Manual	Due Date	Need Date	Sub File Date/Resp	Req Date	Name
102	11	AB-131	USA01	100	05/07/04	05/15/04	14	05/17/04	05/17/04	MOU	11	Harold W
606	11	USA-123456789	USA01	5	05/24/04	05/24/04	8	05/24/04	05/24/04	MOU	11	Harold W
619	11	AB-136	USA01	93	10/04/04	10/18/04	14	10/20/04	10/20/04	MOU	11	Harold W
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622	MDU	SA-125-A	N	1	05/17/04	10/01/04	14	10/04/04	10/01/04	MOU	11	Harold W
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610	MDU	USA-UM LIFE	USA02	2	11/30/04	11/30/04	8	11/30/04	11/30/04	MOU	11	Harold W

The Business Wizard is more than a sophisticated, customizable dashboard. Users can easily analyze and directly act on the information presented to them.

Summary

For the last twelve months, TriContinent Scientific has been using unique, new software developed by Consona to streamline the operations of their purchasing department. The tool, the Business Wizard, has greatly improved the department's productivity by reducing the time and steps required to acquire or retrieve, analyze, and act on critical information, and by eliminating extemporaneous "information clutter."

Background

TriContinent is a leading provider of liquid handling products and instrument components for the medical diagnostics and biotechnology industries. Established in 1975, TriContinent became part of Hitachi Chemical Company in 1996. The company produces syringe pumps, pipettes, dispensers, and micro-plate washers. TriContinent has pursued aggressive growth and is now the world's number one manufacturer of precision syringe pumps. Their highly complex products and product mix, together with their strong commitment to lean inventory management, places enormous pressure on their purchasing department.

TriContinent runs Relevant's Enterprise Resource Planning (ERP) software throughout their organization and last year, agreed to put Relevant's new interactive information management, data mining, and navigation software tool, the Business Wizard to the acid test by turning it over for trial in their busy purchasing department.



ROI at a Glance:

TriContinent Scientific, a leading provider of liquid handling products and instrument components for the medical diagnostics and biotechnology industries, realized the following benefits upon implementation of Relevant ERP's Business Wizard:

- Improved purchasing department productivity.
- Reduction in the amount of time and steps required to retrieve, analyze and act on critical information.
- Elimination of extemporaneous "information clutter."

Business Wizard: What it is, What it Does

The Business Wizard looks like a management dashboard that efficiently accesses legacy data, ERP systems, even off-line data in Access databases or data warehouses. It sits like a mantle over disparate software within an organization, is database independent, and can be used throughout an enterprise to view real-time data. End users create consolidated, tailored views of the data their job function requires, using either pre-existing templates as a basis, or by creating a totally custom view.

But the Business Wizard is more than a sophisticated, customizable dashboard. Business Wizard users can easily analyze and directly act on the information presented as well as executing ancillary activities (such as e-mailing) without leaving the Business Wizard interface.

John McDaniel, Materials Manager for TriContinent, at first believed the Business Wizard was mostly a report generator. After using the tool for a short time, John says, "It quickly became the first program we opened up in the morning and the one that remained on our desktop all day long. The Business Wizard's customizable panel views show users everything they need to know to get their jobs done, on one screen."

The Solution

Prior to implementing the Business Wizard, TriContinent followed fairly typical procurement steps. John McDaniel described the process as four basic steps:

1. Establishing "We need to buy this": Assessing the current inventory position. MRP (Materials Resource Planning) creation of purchase requisition information
 - What item needs to be purchased
 - What is the item's description
 - When must the item be in-house and available in order to support manufacturing
 - What quantity is required
2. Starting programs to execute Requirements Analysis
 - Pull up screen showing dates and demand history for the part in question
 - Execute requirements analysis
3. Determining how to get the best price
 - Run a usage report for the item, determine if typical usage is high or low and whether or not to go to a higher order quantity to obtain a price break
4. Opening the Purchase Item Vendor Menu to get a look at all possible vendors, pricing, delivery times, and quality
 - Analyze all the information and select the vendor and order quantity
 - Execute a purchase order

These steps require that the employee have fairly sophisticated system navigation skills and good familiarity with where all the required information resides in the underlying software. Even for an experienced employee, opening multiple programs and finding, retrieving, and analyzing information is a process that can take hours.

“It quickly became the first program we opened up in the morning and the one that remained on our desktop all day long. The Business Wizard's customizable panel views show users everything they need to know to get their jobs done, on one screen.”

— *John McDaniel*
Materials Manager
TriContinent Scientific

When TriContinent got hold of the Business Wizard, John McDaniel was the first to use it. He created a single view that showed him all the information required to complete each of the four procurement steps. He designed the Business Wizard screen he wanted to view to have three separate panels, showing:

1. Requisition information from MRP. In this panel, highlighting an item number links to Parts Demand information.
2. Parts Demand information, from the work order side of the ERP system. Right clicking puts the user into Requisition Maintenance, where he/she can change any information without leaving the Business Wizard. Tabs take the user to:
 - Inventory information
 - Usage for 2004
 - Usage for 2003
3. Vendor Information. Displayed information includes:
 - Name
 - Last 3 purchase orders and pricing
 - Quality

A tab allows John to look at any open orders for that vendor. Within these views, Purchasing can right click and launch any underlying ERP program and effect changes in it, without closing down other programs or leaving the Business Wizard. Lastly, when Purchasing's ready, the Business Wizard goes from the item vendor selection menu, takes a requisition, and converts it to a purchase order.

Business Wizard Showing:

Panel 1: Requisitions Information from MRP.

Panel 2: Receipts Information with details on Days Late and Quality Performance (% RTV) highlighted.

Panel 3: Vendor Information with Supplier Rankings.

John states, "We developed the views we're using ourselves. We figured out what we wanted to have in view based on the way we do business and then pulled the information in. It was very easy to set up and now we're always only one mouse click away from being able to execute the purchase. Boom, done deal."

The Business Wizard is now enthusiastically in use throughout TriContinent's purchasing department. John McDaniel states, "This is an extremely powerful tool. It's easily increased our productivity by 30% to 40%. It's easy to imagine how centralized information and the ability to personalize and customize panels to suit the exact requirements a particular user's job function would be a big boon across most functional areas in an organization. I've recommended that we expand its use to other departments."

Conclusion

Business Wizard is all about "being able to get and act on information in real time." By providing the non-technical user with

- the ability see what he needs to see and only what he needs to see
- the ability to easily analyze information and
- almost instantaneous ability to act on information,

the Business Wizard can greatly improve productivity across many functional areas in an organization.

About Consona ERP

Consona Corporation is a worldwide leader in providing customer relationship management (CRM) and enterprise resource planning (ERP) software and services for companies of all sizes. Consona serves more than 4,500 customers worldwide and across a variety of industries.

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