


Enterprise Resource Planning • Customer Relationship Management • Business Intelligence • E-Commerce • Technology



Empower Your Enterprise.





“Our revenues have increased nearly threefold since initial implementation, without a significant increase in staff. And we continue to see productivity gains every year as a direct result of our use of Intuitive’s enterprise planning software.”

Charles Elder, Aerocell Inc.

## Seeing Clearly: The Benefits of an Intuitive Enterprise Solution

To sustain growth and remain competitive, an integrated enterprise system is no longer an option—it's a necessity. Disconnected "islands of information" waste your company's time, energy, money and, most importantly, contribute to poor decision making. Increasing the quality and visibility of business information is the key to increased customer satisfaction and improving your bottom line.

Intuitive ERP helps manufacturers—from small businesses to mid-size enterprises—see more clearly. Integration of data across the enterprise ensures that you have greater visibility in all areas of your business, from daily operations to a strategic decision level. Insight into production, inventory and financial data makes it easy to identify opportunities for cost savings and efficiency improvements. A high-level view of key business indicators facilitates faster and more accurate management decisions—and an "intuitive" interface puts all of this at your fingertips when and where you want it.

### We call this empowering your enterprise.

#### Enhance productivity, flexibility and customer satisfaction

From quote to cash, an integrated business system helps you get product out the door faster. Intuitive gives you the tools to maximize the efficiency of business processes across the entire enterprise. Forecast demand to suppliers. Increase on-time delivery. Automate the shop floor. Decrease lead times. Increase order capacity. Make commitments you know you can keep.

#### Enable new business and growth strategies

Undertaking new business strategies requires an infrastructure that can handle the demands of an industry that is increasingly dependent on technology. Updating and integrating your business processes with an enterprise system enables you to take on more business and grow in new directions. Connect multiple plants. Take advantage of the Internet and wireless technology to connect to customers and partners. Introduce new product lines. Mobilize your sales force.

#### Eliminate costs and inefficiencies

Using an enterprise system to standardize your business processes can dramatically improve your company's bottom line. Better resource management results in more inventory turns. Management of your vendor

relationships reduces costs for purchased items. More efficient scheduling on the shop floor reduces downtime and overtime. Improved customer service leads to repeat business.

#### Expand your knowledge of key business data

An ERP system integrates all business management functions, eliminating contradictory information from disparate systems. Reports, graphs and charts on key business data can be automatically generated to provide a higher level of business performance visibility, with the drill-down capability into details behind the data that you've always dreamed of.

#### Extend your business using the Internet

Taking your business onto the Internet can give your company a competitive edge. Intuitive ERP's web-enabled technology allows you to access information, sell product, run business processes, and communicate with your customers and partners at any time and from anywhere in the world.

#### Embrace superior technology

Microsoft continues to advance the world of business computing with their new .NET framework. By forming a strong partnership with Microsoft and pioneering development in .NET, Intuitive delivers the advantages of this new technology directly to our customers.



*"We are looking at a return on investment of over 200 percent and we are very happy with the choice."*

Brian Logan, Lacrimedics



*"Working with Intuitive has been great. They are experts in manufacturing processes and the software is the most 'intuitive' on the market."*

Russ Dennis, Jr., Lorine Manufacturing

**intuitive** 

## The Intuitive Enterprise Solution



 <b>Intuitive Functionality</b>	 <b>Innovative Technology</b>	 <b>Rapid Implementation</b>
<p><i>The Intuitive ERP enterprise solution includes feature-rich and integrated enterprise resource planning (ERP), customer relationship management (CRM), business intelligence and e-commerce modules—all the tools you need to enhance the productivity and profitability of your operations.</i></p>	<p><i>An exclusively Microsoft-based architecture ensures smooth administration, integration and customization, while also delivering a stable, scalable technology infrastructure. Intuitive's pioneering work using Microsoft .NET technology provides a whole new level of advanced features, capabilities and system manageability.</i></p>	<p><i>Intuitive provides the people, processes and tools necessary for a well-executed implementation. Our time-tested implementation process, together with training and other aids, help to get your system and employees up and running in record time.</i></p>

### Flexibility and control

Intuitive ERP builds flexibility and responsiveness into every facet of your business environment. Suppose your supplier informs you that a delivery will be late. With the click of a button, you can graphically display all of the affected shop orders, as well as related sales orders—enabling your service department to immediately notify your customers and giving instant visibility to your production management to react to the late shipment. Would you rather automatically notify them via e-mail? No problem. With Intuitive ERP, manufacturers can accomplish a level of integration and efficiency that truly changes the way they do business.

### Isn't that intuitive?

"Every time I show someone how to use the system, I say, 'Isn't that intuitive?'" said David North, Vice President of Business Development of Qualitel Corporation in Redmond, WA, an Intuitive customer since 1999. We couldn't have said it better.

Intuitive ERP was designed, from the beginning, with a focus on usability. By providing an outstanding user interface, customizable fields, menus and grids, ad hoc reporting, seamless integration with Microsoft products, advanced search capabilities and more, our customers enjoy benefits such as reduced training time, greater acceptance of the system, faster implementation, increased employee productivity, and a better overall user experience.

Additionally, our unique and intuitive Work Flow tool helps employees visualize their business processes by guiding users through the software. These process flows include step-by-step work instructions that contain links to the actual system forms and reports where live data can be entered. Written in HTML and accessed through a web browser, Work Flow can be easily customized for your company's unique business processes and work instructions—and meets the documentation requirements for ISO certification.

### Return on investment

Intuitive ERP consistently provides solid, measurable financial benefit within the first year after implementation. Customer satisfaction increases based on improved on-time delivery, increased quality, shortened delivery times, etc. Inventory carrying costs decrease due to better planning, tracking and forecasting of requirements. Visibility into how to best schedule the shop floor minimizes downtime. Vendor pricing decreases by taking better advantage of quantity breaks and tracking vendor performance. Collections are turned faster due to better visibility into accounts and fewer billing and delivery errors.

And, while the average cost in the industry for ERP implementation is usually two to three times the cost of the software, Intuitive ERP implementation costs are most often much less than the cost of the system. All of these results factor favorably to a rapid return on your investment.

*"Every time I show someone how to use the system, I say, 'Isn't that intuitive?'"*

David North, Qualitel Corp.

#### Intuitive Design:

*Customize menus for each user*

*Create and save unlimited grid layouts for your data*

*Drill down into any detail by simply double-clicking*

*Attach unlimited documents, drawings, images, etc. to any data record*

*Use advanced search capabilities to find information quickly and easily*

*Export any data set automatically to Microsoft Excel, HTML, delimited-text files, etc.*

## Technology Standards

Intuitive provides a technology standard that is unmatched in the industry. One hundred percent Microsoft® technology contributes to the extremely flexible nature of Intuitive ERP, ensuring that the implementation and on-going management of your system can be accomplished simply and effectively.

### System architecture

Microsoft is the recognized worldwide leader in business technology and has continued to advance the world of business computing with its .NET framework. Microsoft .NET is a completely new approach to how software operates and Intuitive has pioneered the development of a pure .NET ERP solution in order to lead the manufacturing market into these amazing new capabilities.

Intuitive ERP was originally built with, and continues to use, exclusively Microsoft technologies and platforms, ensuring a seamless interaction between all elements of the Intuitive ERP architecture. Intuitive ERP has a pure .NET framework and over 80 percent of the product functionality is written in pure .NET managed code. Intuitive ERP uses Microsoft SQL Server® as the database technology.

Our pure Microsoft approach means we provide our customers with a robust and completely integrated

infrastructure, ease of administration and modification, ease of integration with other Microsoft and Microsoft-based products, and reduced IT requirements that other systems do not have. Consistent technology also means that Intuitive, as a software provider, is able to put its development energy into building features and functions that directly benefit our customers, rather than wasting time chasing solutions to tough problems rooted in technology clashes.

### System administration

A set of intuitive system tools keeps administration chores to an absolute minimum:

- Install and upgrade all clients simultaneously
- Import data quickly and easily with Import Wizards
- Personalize the software by entering selections in pre-formatted master controls—without making modifications in the code
- Proactively avoid problems with self-diagnostic tools
- Schedule and automatically deploy alert messages

### The benefits of a .NET enterprise solution

Today, the Intuitive ERP solution is the only ERP product with a .NET managed code framework and standard functionality released in pure .NET. This means, simply, that we are building better software for our customers. Here are a few of the major benefits of this technology:

For us, the software developer	For your IT department	For your everyday system user
<ul style="list-style-type: none"> <li>• Less code</li> </ul>	<ul style="list-style-type: none"> <li>• Less wasted time troubleshooting</li> <li>• Smaller footprint</li> </ul>	<ul style="list-style-type: none"> <li>• Less bugs</li> <li>• Faster</li> </ul>
<ul style="list-style-type: none"> <li>• Faster development time</li> </ul>	<ul style="list-style-type: none"> <li>• Quick customizations</li> </ul>	<ul style="list-style-type: none"> <li>• More features in less time</li> </ul>
<ul style="list-style-type: none"> <li>• New toolsets</li> </ul>	<ul style="list-style-type: none"> <li>• Leverages the Internet</li> <li>• Ease of modification</li> <li>• Easier to install and remove</li> </ul>	<ul style="list-style-type: none"> <li>• Rich user experience</li> <li>• More innovative features</li> <li>• Web services</li> </ul>
<ul style="list-style-type: none"> <li>• Managed code</li> </ul>	<ul style="list-style-type: none"> <li>• More secure</li> <li>• Inherently compatible</li> <li>• Easier to administer</li> <li>• Inherent support of XML and BizTalk</li> </ul>	<ul style="list-style-type: none"> <li>• More robust and easier to use</li> <li>• Easy connectivity</li> <li>• Less costly to own</li> <li>• Strategic technology investment</li> </ul>

*“The change to the Microsoft .NET Platform is as dramatic as the change from DOS to Windows. The software vendors that get in on the ground floor of this shift will have a huge advantage over the competition, and Intuitive has been on board from the start.”*

Don Richardson, group manager of .NET evangelism, Microsoft Corp.



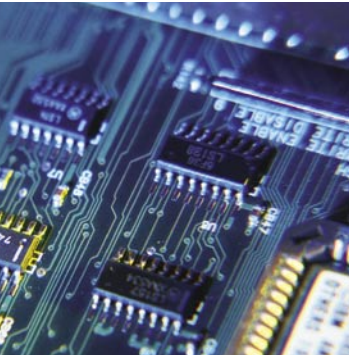
**By choosing Intuitive ERP to manage their business processes, Intuitive’s customers benefit from advanced product features, capabilities and manageability that only Intuitive can provide.**

# Intuitive Product Schema

The Intuitive Enterprise Solution addresses the following business needs:

Solution	Module	Functionality Summary
<b>Enterprise Resource Planning (ERP)</b>	<b>Planning</b>	Generate MRP, CTP and ATP plans on demand, analyze material requirements, control production costs and scheduling, and manage resource efficiency.
	<b>Inventory</b>	Manage detailed inventory records, maintain optimal inventory levels, simplify inventory transactions, automate frequently performed tasks, ship and receive goods, track material location/lot information, track serial numbers, utilize bar coding, and perform cycle counting and physical inventories.
	<b>Engineering</b>	Create and maintain multi-level visual bills of material, manage product data, design routings and standard processes, and track engineering changes.
	<b>Purchasing</b>	Manage procurement, organize and maintain detailed vendor information, maintain a bid matrix, create purchase orders or generate POs from planned orders, manage requisitions and RFQs, and receive and inspect vendor shipments.
	<b>Manufacturing</b>	Plan and schedule production, enter and track work orders, control the shop floor, monitor production status, manage material and equipment capacity, promise deliveries, and track time and attendance.
	<b>Finance</b>	Create budgets, monitor and project cash flow, process accounts payable and accounts receivable, reconcile financial accounts, perform drill-down analysis, and track material, labor and production costs.
	<b>Quoting / Estimating</b>	Provide quotes and estimates to customers and automatically convert quotes to sales orders. Easily create new items (and associated bills of material and routings), copy and modify existing items, or quickly configure an item on-the-fly.
	<b>Order Processing</b>	Enter and maintain complex sales orders or create a sales order directly from a quote and create new items, bills of material and routings on-the-fly, maintain price matrices, and ship finished product.
	<b>Advanced Configurator (Optional)</b>	Quote, sell and deliver complex, custom-configured products with a powerful rules and constraint-based guidance engine, view design and pricing changes automatically, and simplify collection and management of critical product data.
	<b>Quality</b>	Inspect incoming (purchased) and outgoing (manufactured) materials, inspect returned materials, trace defective parts to their original location/lot, and maintain data on instruments and equipment.
	<b>Intuitive SPC (Optional)</b>	Perform real-time Statistical Process Control at all inspection points throughout the system, including work-in-process, purchasing, and material review/return.
	<b>Return Material Authorization (RMA)</b>	Handle the return of materials, automatically de-book sales, commissions and taxes, create customer credits, and request and document RMA samples.
	<b>Intuitive Forecasting (Optional)</b>	Generate forecasts based on usage data and multiple forecasting methodologies, generate demand requirements based on forecasts, and analyze forecasts compared to actual data.
	<b>Human Resources and Payroll (Optional)</b>	Manage every aspect of employee information, including salary and job histories and employee benefits. Process payroll quickly and efficiently and print payroll checks. Ensure full tax compliance and completely manage government reporting.
<b>AlertMessenger</b>	Maintain real-time workflow communication by automating customized messages to vendors and customers as well as employees for specific system events, via e-mail, on-screen messaging, or pager.	
<b>Project Management</b>	Establish projects and master projects, associate Project IDs with all facets of the system, bill work completed for a project using progress billing, and report on revenues, expenses and profit/loss for any project.	
<b>Intuitive Mobile (Optional)</b>	Use wireless hand-held devices for shop floor and inventory transactions.	

Intuitive ERP's complete suite of functionality will seamlessly integrate and automate your business processes and provide your organization with the visibility, tools, and technology you need to meet the demands of your business.



Intuitive ERP is designed for discrete manufacturers operating a make-to-stock, make-to-order, configure-to-order, assemble-to-order, engineer-to-order, contract or repetitive manufacturing environment.

Solution	Module	Functionality Summary
Customer Relationship Management (CRM)	Intuitive CRM (Optional)	<p><i>Relationship Management:</i> Add and update contact and account information for prospects, customers, vendors and other business partners. Record interactions, access account history, and manage schedules and tasks.</p> <p><i>Opportunity Management:</i> Manage the complete sales cycle from prospect to customer. Track sales opportunities and maintain a complete history of activities, tasks, documents, e-mails, etc. Report on sales funnel and opportunity progress.</p> <p><i>Marketing Management:</i> Create, deploy and manage targeted marketing campaigns to potential and current customers. Track responses and solicitation exclusions and analyze response rates to determine campaign ROI.</p>
	Intuitive Service (Optional)	Automate customer support with complete incident management: manage all incidents reported on products, track and report on this data for analysis, manage service contracts, establish and maintain warranties.

E-Commerce	Customer Portal (Optional)	Allow your customer to view a catalog of products, place orders, and check their activity/order status all securely over the internet— with customized price matrixing and inventory selection for each customer.
	Sales Portal	Enter orders at the point of sale and look up information on order value and status, shipments, billings and invoice detail and history over the Internet.
	Electronic Data Interchange (EDI) (Optional)	Communicate with your customers and vendors electronically using Intuitive ERP's EDI interface.

Business Intelligence	Decision Management Tool	Automatically track and analyze over 50 key performance indicators (including inventory turns, average days to pay, etc.) using data from Intuitive ERP to provide vital information on the health of your company.
	Executive Information System	Generate real-time reports on critical elements of company-wide data in a graphical, easy-to-read format.
	OLAP Analytics	Analyze and report on transactional data using advanced On Line Analytical Processing (OLAP) and data warehousing technology.
	Intuitive Advanced Analytics (Optional)	Analyze hundreds of "what-if" scenarios with our ready-to-use workbooks—or create your own—to visualize exactly what virtually any scenario will do for your business, from inventory to the shop floor to profitability.
	Intuitive Financial Analyst (Optional)	Monitor the financial status of your company, manage financial information and generate and track budgets.
	Ad Hoc Report Wizard (Optional)	Easily create an unlimited number of custom reports (with no database or query building expertise required) based on the data stored within the Intuitive ERP database. This is the easiest reporting tool you'll ever use.

Extended Enterprise	Globalization	Compete in today's global marketplace with Intuitive ERP's extensive multi-language and multi-currency capabilities. Intuitive ERP is available in 18 languages and supports unlimited currencies, VAT, GST and the Euro.
	Multi-Plant Operations	Meet the challenges of a multi-plant environment with functionality to satisfy the specific needs of separate divisions, while providing the consolidation and consistency that support corporate objectives.

### System Tools

Intuitive ERP is equipped with system-wide tools designed to enhance the convenience and the usefulness of the software:

- Enhanced security system
- Interactive menus
- Advanced search functions
- Grid control and personalized data templates
- Media attachment function
- System-wide drill-down capability
- Microsoft Office integration
- Work Flow tool
- Custom fields/forms
- Import Wizard
- Multi-language globalization
- Multi-currency globalization
- Multi-plant integration

### Integrations

These standard integrations allow Intuitive ERP users to work seamlessly with other systems your business may utilize:

- Electronic Data Interchange (EDI)
- Solidworks Interface
- Payroll Service Interface
- Product Data Management (PDM) Interface

# Enterprise Resource Planning (ERP)

## Planning

With its superior planning capabilities and user interfaces, Intuitive ERP provides the information required to quickly and easily react to scheduling, inventory and capacity problems as they occur. This advanced planning functionality allows you to reduce costs and increase productivity by eliminating stock shortages, improving delivery performance, and increasing flexibility in building your demand schedule. Easily analyze material requirements with graphical pegging information and make accurate delivery commitments on the fly with dynamic available-to-promise (ATP) and capable-to-promise (CTP) tools. Generate and modify material plans on demand.

## Inventory

Effective management of finished goods, work-in-process and raw material is critical to your entire operation. Instant access to real-time data allows you to track inventory levels by item, location, product family and historical usage with the click of a button. Simplify daily inventory transactions and increase user productivity with automated features for frequently performed tasks. Intuitive ERP provides a robust and structured materials management system—everything you need to accurately control inventory transactions, product costs and material usage at the warehouse, location, and/or lot level, including advanced serial number tracking.



The new .NET-enabled Planner's Workbench is the cornerstone of a set of innovative planning tools that allow the user to search for material and capacity problems, visualize and determine the impact of the problems with a dynamic graphical interface, and easily enact solutions.

## Engineering

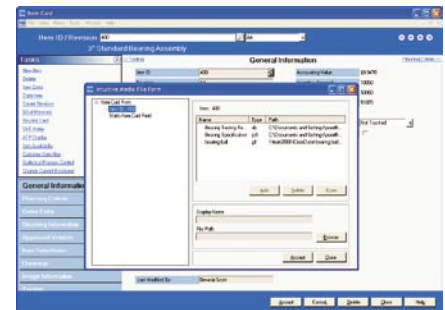
Increase production cost control and resource management efficiency with flexible bills of material management. With the ECO/ECR module, you can introduce engineering changes without losing control of manufacturing operations and assess the impact of engineering changes throughout your operations. Take advantage of tight integration with SolidWorks® and Microsoft Project.

## Purchasing

Manage all purchasing activities, from a complete electronic RFQ system to preferred vendor selection to entering bids, and from purchase order entry to receiving and inspecting.

## Manufacturing

Intuitive ERP's fully-featured manufacturing functions help you manage your work-in-process activities and increase the productivity of your manufacturing staff with labor-saving features that provide more control over production and scheduling. Quickly generate work orders from planned orders. Maximize manufacturing efficiency with automated backflushing, infinite and finite loading, forward and backward scheduling. Better manage labor and equipment capacity with powerful shop floor scheduling and explore "what if" scenarios to rapidly identify and resolve schedule conflicts and load issues. Manufacturing and accounting data are completely integrated to accurately track product costs.



Intuitive ERP's media function allows you to attach an unlimited number of any types of media (CAD file, drawings, video clips, images, documents, etc.) to a specific field in a form, a specific ID, an order, and any other combination that will streamline your processes.

### Planning:

*Plan materials instantly with Dynamic MRP*

*Analyze material requirements using a graphical pegging tool*

*Search for material and capacity problems and easily enact solutions using Planner's Workbench*

*Check availability and commit orders using ATP/CTP*

### Inventory:

*Control inventory*

*Track material location/lot information and/or cradle-to-grave serial numbers*

*Perform cycle counting and physical inventories*

*Process bar coded transactions*

*Analyze and maintain costing information*

### Engineering:

*Create visual bills of material*

*Generate and maintain flexible routings*

*Track and control engineering changes*

### Purchasing:

*Create/manage vendor RFQs*

*Maintain bid matrices*

*Manage PO requisitions*

*Enter purchase orders*

*Generate purchase orders from planned orders utilizing an electronic hierarchical approval system*

*Receive and inspect vendor shipments*

### Manufacturing:

*Enter and track work orders*

*Schedule production*

*Monitor production status*

*Manage material and equipment capacity*

*Track time and attendance*



*“By implementing Intuitive software, Scotia has been able to reach and maintain a quality acceptance and delivery rating of better than 99 percent for the last year with over 27,000 parts.”*

Ed Mosher, Scotia Technology

## Finance

Intuitive ERP’s comprehensive and flexible financial management features allow you to track the flow of money in your company in a secure and accurate environment. Sophisticated functionality streamlines transactions and provides instant access to all your financial data, from summary views to transaction-level drill-down detail. Manage and process your accounts payable and accounts receivable. Track all accounting activity with Intuitive ERP’s general ledger and easily generate financial statements, budgets and other advanced financial reports.

## Quoting / Estimating

Intuitive ERP’s quoting solution shortens the sales cycle and automates order processing. With the ability to configure and quote an order quickly and accurately, you can increase customer responsiveness and realize revenue faster. Create and manage quotes for prospects and existing customers, from initial preparation to automatic conversion into regular sales orders. New items can be created easily during the quoting process; existing items can be copied and modified, or configure an item on-the-fly through the configurator. If you quote a new item, the item, bill of material, and routing will be created automatically when the quote is converted to a sales order. The quoting module is fully integrated with Intuitive CRM to help you find, track and close business.

## Order Processing

Intuitive ERP’s complete order processing functionality, including direct quote-to-sales order conversion, revision tracking, full-featured order entry forms, multiple commission options, sales analysis reporting, and more, provides the tools necessary to maximize the efficiency of your sales force. After sales orders are entered, Intuitive ERP takes the newly created demand and reserves inventory or generates planned purchase orders and work orders to procure raw materials and build manufactured parts. Once the finished goods are complete and available to be shipped, sales orders are fulfilled and invoiced.

## Advanced Configurator

Instantly generate accurate pricing, product configuration and specifications, as well as bills of material and process routings with the Intuitive ERP Advanced Configurator. This tool is a true “bottom-up,” rules-based configurator that provides simple point and click product definition under a powerful rule and constraint-based guidance engine. Internet ready, the Web browser-based user-interface is logical, straightforward and easy to use, with the power and flexibility to support even the most complex products.

### Finance:

- Create budgets and monitor cash flow*
- Process accounts payable and accounts receivable*
- Track material, labor and production costs*
- Reconcile financial accounts*
- Produce and distribute sophisticated financial reporting*

### Quoting / Estimating:

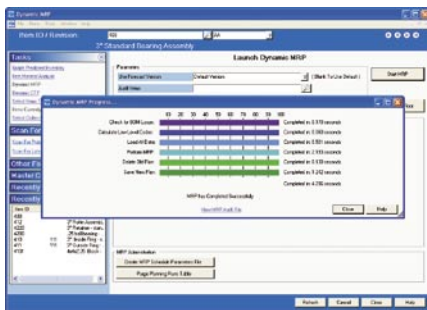
- Provide quotes and estimates quickly*
- Create and quote new items, bills of material and routings on-the-fly*
- Provide customer-specific or volume discounts*
- Generate a Request for Quote (RFQ) from a vendor for any of the lines on the quote*
- Check item availability and promise deliveries*

### Order Processing:

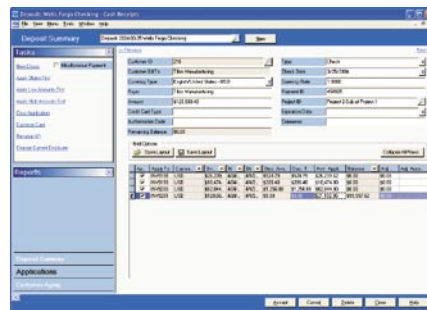
- Convert quotes to sales orders automatically*
- Easily enter and/or maintain simple or complex sales orders utilizing an electronic hierarchical approval system*
- Process point-of-sale purchases*
- Maintain price matrices*

### Advanced Configurator:

- Custom-configure complex products*
- Collect and manage critical product data*
- Compress the quote-to-delivery cycle*



Intuitive’s Dynamic MRP enables planners and schedulers to generate and modify material plans on demand, taking only minutes to run planning cycles that used to take hours, frequently exhibiting an increase of 30 to 80 times faster than traditional MRP engines.



Intuitive ERP users can drill down to transaction-level detail by double clicking fields in the Intuitive ERP system. For example, double-clicking on an invoice in the above A/R form would drill down to the details of that particular invoice.



# Enterprise Resource Planning (ERP)

## Quality

By implementing an ERP system, you are already taking the first step in improving quality control across your entire operation. Intuitive ERP takes that level of quality a step further with specific quality-focused tools to assist your company in achieving optimal quality control over your products, performance and procedures. Maintain a high-level of product quality with complete inspection procedures—from raw materials, to work-in-process, to customer returns. Easily track defective materials and assign them for return to vendor, scrap, or rework. The increased quality of your products and the efficiency of your operations will significantly contribute to a more satisfied customer base!

## Statistical Process Control

Effectively track your production performance and procedures with our Intuitive SPC statistical process control module. This tool provides real-time Statistical Process Control at all inspection points throughout the Intuitive ERP system, including work-in-process, purchasing, and material review and return. This module completes the Intuitive ERP quality cycle with a dynamic tool that can capture and analyze high-level data using statistical techniques to help you maintain and improve your company's process capabilities.



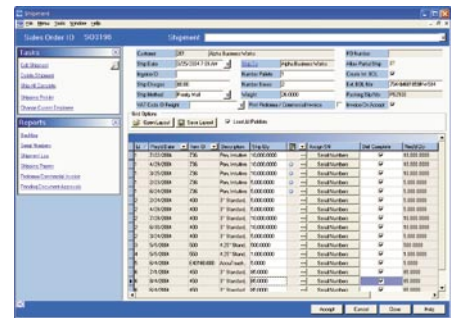
The sales order screen above demonstrates Intuitive ERP's unique grid control that allows every user to personalize screens according to user preference by simply clicking and dragging. Save grid layouts for different types of order entry and access your templates with the click of a button.

## Return Material Authorization

Managing the return of product from customers is another area you can leverage to strengthen the relationship between you and your customers. The quicker you can disposition defective or disputed parts, the faster you can turn a dissatisfied customer into a good reference. Our return material authorization (RMA) module provides you with the ability to ensure a thoroughly professional approach in this sensitive area of customer service. Returned material is tracked, inspected, accepted into inventory, sent to rework or scrapped to an expense account, and the customer is automatically credited or provided with a replacement order.

## Forecasting

Intuitive Forecasting provides you with the ability to generate the forecasts based on usage data and many different forecasting models. This data is used by the Intuitive planning modules to generate your demand requirements based on this forecast and complete analysis of forecast to actual is available. Intuitive Forecasting is easy to learn and use, and does not require a background in statistics or forecasting. You simply provide the historic data, and the built-in expert system analyzes your data, selects the appropriate forecasting technique, and calculates the forecast. Alternatively, if you want to dictate the forecasting approach, Intuitive Forecasting provides a complete range of forecasting models and all of the diagnostic aids necessary.



Need to improve on-time delivery? Intuitive ERP provides specific data as to when materials can realistically be shipped during the sales order process to ensure that feasible dates are given at the time the order is placed.

### Quality:

*Inspect incoming (purchased) and outgoing (manufactured) materials*

*Maintain calibration and maintenance data on instruments used in production*

*Report back to vendors on the quality of their products*

### Statistical Process Control:

*Monitor processes by analyzing outputs using statistical techniques*

*Maintain or improve process capability*

### Return Material Authorization:

*Receive returned material into a special inventory account*

*Receive and process sample returns before authorizing a full return of materials*

*Inspect returned materials*

*Automatically credit the customer's account*

### Forecasting:

*Create forecasts using several different forecasting models*

*Generate demand requirements*

*Compare forecast to actual*

## Intuitive Mobile

Utilizing Microsoft's Windows Mobile and the Compact .NET Framework, Intuitive provides a full suite of shop floor and inventory transactions for use on wireless handheld devices. These transactions are generally performed using provided barcode capabilities, but the Intuitive compact user interface also allows for standard data entry on the device. And no proprietary software or networking is required, nor an additional server. Just a wireless LAN connection and you're ready to roll.

## Human Resources and Payroll

Intuitive HR is a complete employee tracking and benefits management system that can help you eliminate tedious administrative tasks so you can focus on managing your most important and valuable resources: your employees. Manage and report on every aspect of employee information, including benefits, hiring, salaries, job histories, etc. And, of course, we'll make sure your government reporting is simple and complete.

Intuitive Payroll is a complete payroll system that makes processing your payroll fast and efficient. Intuitive Payroll will help you enter, maintain, process and report on crucial payroll information, and print payroll checks as needed, on demand. Intuitive Payroll includes a powerful tax compliance calculation engine that assures accurate results every single payroll.

## Project Management

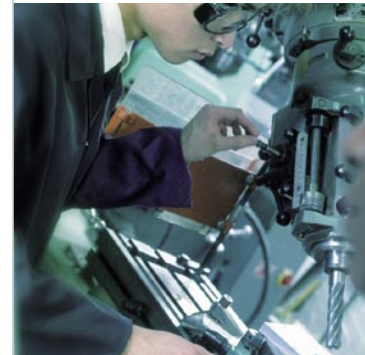
For companies that use project management techniques, Intuitive ERP provides the tools necessary to establish projects and track all transactions related to that project. Progress billing reporting assists in billing of work completed for a given project. Also available are drill-down reports on revenues, expenses, and profit/loss for any project or master project for complete project profitability reporting.

## AlertMessenger

AlertMessenger is a real-time workflow communication system that provides updates on critical events, delivers work instructions and automates interaction with vendors and customers. Instead of trading phone calls and spending endless time and effort to track down information, your employees, vendors and customers will be proactively and automatically informed of pre-determined events with customized alert messages. AlertMessenger allows you to choose the method of delivery through e-mail, pop-up message boxes or even electronic paging systems, or a combination of methods.

## Menus, System Tools and Security

The Intuitive ERP menu, installation and security systems have been enhanced to take advantage of .NET functionality, making navigation of the system easy and convenient. Authentication with Windows security eliminates the need for a separate system user logon. The Intuitive ERP menu allows you to create and save a "My Menu" with your most frequently used menu items. A search tool allows you to quickly find any function, and the system also tracks the last 20 menu items you used, so that you can easily get back to anywhere in the system you have been recently.



### HR and Payroll:

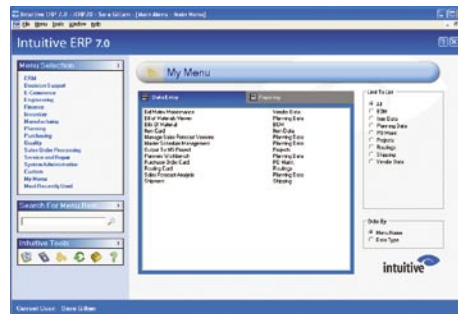
- Manage every aspect of employee information*
- Simplify employee benefits management*
- Organize and streamline the hiring process*
- Maintain payroll information and print payroll checks*
- Comply with tax and government requirements*

### Project Management:

- Establish projects and master projects*
- Report on revenues, expenses, and profit/loss for projects*
- Bill work completed for a project using progress billing*

### AlertMessenger:

- Customize messages for specific system events*
- Automate messages to vendors, customers and employees*
- Send messages via e-mail, on-screen messaging or pagers*



The Intuitive ERP system authenticates with Microsoft Windows security, eliminating the hassle of having to remember yet another password each time you use the system.

# Customer Relationship Management (CRM)

Visualize the reaction when you custom-configure a complex, dimensional product, provide a detailed quote and enter a sales order—all while sitting in your customer’s office. Integration of your front and back-office systems delivers capabilities and flexibility to your sales, marketing, and support teams that they had only dreamed of in the past, allowing you to maintain and grow customer relationships. From sales force automation to customer services, all the tools to find, capture and support your customers are available in Intuitive’s CRM solution.

### Intuitive CRM:

#### Relationship Management

Maintain contact and account information

Access historical and current status data

Schedule future interactions, meetings and to-do items

Initiate various activities

#### Opportunity Management

Manage sales opportunities

Maintain a history of activities

Create and link appointments, documents, e-mails and activities to specific sales opportunities

#### Marketing Management

Maintain mailing lists

Create and deploy marketing campaigns

Enter and track responses to marketing campaigns

Track “do not solicit” responses

Report on campaign ROI

### Intuitive Service:

Create a detailed record of every support incident

Link e-mails, faxes and other related documents to incidents

Calculate the costs associated with resolving an incident

Track resolution times to gauge the efficiency of the support team

Track the productivity of individual support professionals

Manage service contracts

Establish and maintain warranties

## Intuitive CRM

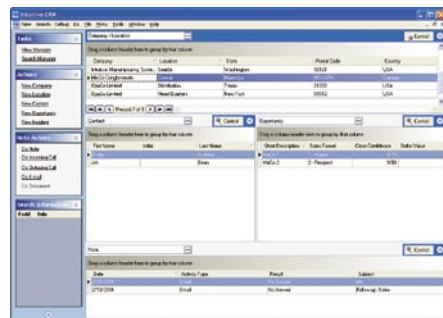
The Intuitive CRM **Relationship Management** module provides the tools necessary to manage important business information about not only your prospects and customers, but also vendors, business partners, and other third parties your company deals with. Contact and account information, schedules, a complete history of interactions and transactions, current orders and financial status, and other data are immediately available to assist your sales and support teams in effectively maintaining valuable business relationships.

The Intuitive CRM **Opportunity Management** module maximizes the efficiency of your sales force by helping to manage and identify the best strategy for moving to close the deal. By providing a tool to effectively manage every component of an opportunity, Opportunity Management helps your sales professionals capitalize on sales potential with prospects and increase business from existing customers.

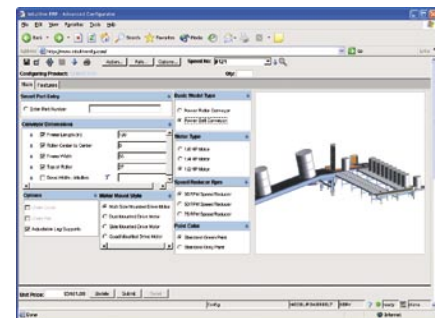
The Intuitive CRM **Marketing Management** features provides a single location to create and track the details—and results—of your company’s targeted marketing campaigns. You can create targeted mailing lists of potential and/or current customers and select the lists to be associated with a marketing campaign. Deploy a campaign by automatically creating a mass-email or mass mail-merge document to all campaign participants. After launching a campaign, Intuitive CRM allows you to manage responses and associate opportunities to campaigns. You can then compare actual responses with forecasted response rates to determine campaign ROI.

## Intuitive Service

Intuitive’s Service and Repair module helps you provide superior support to your new and existing customers. These support tools allow you to manage, record and resolve customer support incidents, quickly identify and address urgent customer issues, and analyze the effectiveness of your entire support department.



With the click of a button, your sales and customer service reps can access a complete picture of each customer, from contact information to order status to account history—and then schedule calls and follow-ups directly into their Microsoft Outlook calendar.



Intuitive’s Advanced Configurator allows manufacturers to quote, sell and deliver complex, custom-configured products easily. The user can actually see a model of the part being created on-the-fly as they select different options throughout the configuration process.

## Business Intelligence (BI)

What if you could spend your day analyzing data and making informed decisions—instead of mining data and creating your own spreadsheets? Intuitive's outstanding suite of Business Intelligence tools provides you instantly with the critical business information you need for faster and more informed decision-making. From a global view of your business, you can review summary information, drill down into transaction-level detail and easily prepare presentation-quality reports. These tools are also integrated with Microsoft Office to provide maximum flexibility.

### Decision Management Tool

Intuitive's unique Decision Management Tool (DMT) provides management the visibility of those key elements that provide vital information on the health of your company. DMT tracks and analyzes over 50 key performance indicators (KPIs) using data from Intuitive ERP. These indicators (which include Return on Assets, Return on Net Worth, Inventory Turns, Days Sales in A/R, Current Ratios, Quick Ratios, and many more), are calculated automatically for you and displayed instantly.

### OLAP Analytics

The OLAP Analytics module provides the sophisticated functionality needed to analyze and report on transactional data using advanced On Line Analytical Processing (OLAP) and data warehousing technology. OLAP Analytics enables you to gain critical insights into financial activity, sales analysis, production and inventory management, and other key analytical information throughout your organization. While other systems offer OLAP technology, Intuitive's OLAP Analytics module offers pre-filled cubes that will save weeks or months of development time—it is ready to start analyzing data right out of the box, with no modifications or development required.

### Advanced Financial Analyst

Intuitive ERP's Advanced Financial Analyst option provides advanced financial reporting and analysis capabilities to help you monitor the financial status of your company, manage financial information and generate and track budgets. Financial Analyst provides executives and financial analysts with real-time access to data, presentation quality reporting and the flexibility to meet the unique needs of any manufacturer.

### Advanced Analytics

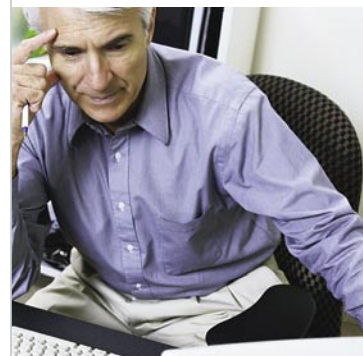
The Intuitive Advanced Analytics module provides a ready-to-use set of workbooks that allow you to analyze hundreds of "what-if" scenarios. You simply enter the scenario you need to analyze and it is instantly provided. The Intuitive Advanced Analytics Live Scorecard then provides an incredibly easy, visual representation of what a change will do for your business, not just to inventory or to the shop floor, but even to profitability. You can rate multiple scenarios for a given problem based on user-defined metrics. If your given scenario isn't in a pre-set workbook, workbooks can be edited and added so that you can receive analysis for virtually any scenario.

### Executive Information System

The Executive Information System is a visual reporting system that provides management with real-time updates on critical elements of company-wide data in a graphical, easy-to-read format.

### Ad Hoc Report Wizard

Intuitive ERP puts the power of your business data directly into the hands of the end users with the Intuitive Ad Hoc Report Wizard. This amazing tool gives users the freedom to quickly and easily create simple or sophisticated custom reports based on Intuitive ERP data—without needing to know any data structures or having to make any modifications to the system. No database, query building, field name or programming knowledge is necessary to take full advantage of the features of the Ad Hoc Report Wizard. Adding simple or complex calculations is easily accomplished and you can also format your reports exactly the way you want with data filters and sorting and grouping options.



*"Intuitive ERP was instrumental in assisting NDI to achieve the growth that we have seen over the past three years. The access to decision-critical information is excellent."*

Tom Kane, Northern Digital Inc.

# E-Commerce

Imagine being able to access the business information you need 24 hours a day, 7 days a week. Now imagine that your customer can do the same. To compete, you must be faster, more cost-effective and more knowledgeable of your customer than your competitor. Intuitive's e-commerce solutions leverage Internet technology to provide your company with the tools you need in today's market to compete successfully.



## Customer Portal

Intuitive ERP's Customer Portal harnesses the power of .NET web services to provide e-commerce capabilities to your business. Your customers can check their activity status, enter orders, and peruse products through the ease of an on-line Web catalog. This functionality dramatically increases customer satisfaction while decreasing your sales and service administrative costs.

With Intuitive ERP's Customer Portal, customers can log on to your secured Web site and browse a catalog of your products. You can also choose to have the catalog automatically customized for each customer to only include items you have specified, with the prices approved for that particular customer. Customers can easily enter purchase orders from the Web, which are sent directly into your Intuitive ERP system and treated as a normal sales order. Automatic e-mail confirmations are sent to the customer when the order is received and when the order has shipped.

Your customers can also look up the status of their orders, shipment activity for all orders or a specific order, their current aging, and other reports—all over the Internet.

## Sales Portal

Web-based access to your Intuitive ERP system provides your remote sales representatives with a powerful tool: the ability to enter orders at the point of sale and to look up information on order value and status, shipments, billings and invoice detail and history over the Internet.

## Electronic Data Interchange (EDI)

EDI (Electronic Data Interchange) allows you to communicate with your trading partners electronically. Intuitive provides the templates necessary for the entry and transmission of EDI transactions to and from your customers and vendors. Intuitive ERP's EDI interface provides support for the transactions commonly processed via EDI and can be used with any EDI translator service.

### Customer Portal:

*Sell your products on the Web*

*Allow customers to look up order, shipment and account status*

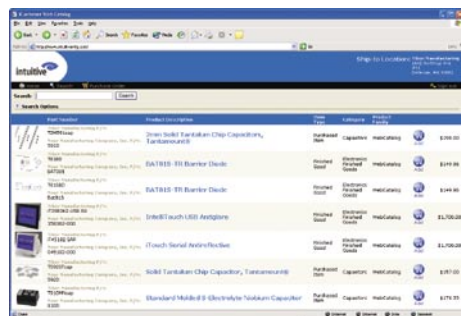
*Customize the catalog and pricing for each customer using a simple matrix*

*Accept multiple currencies*

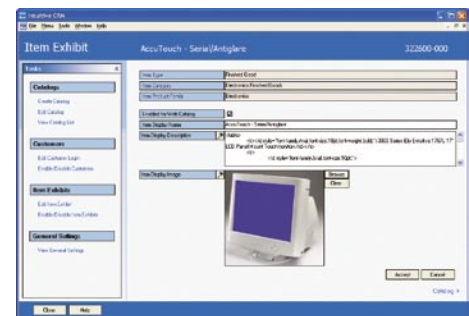
### Sales Portal:

*Gain web-based access to your system*

*Mobilize your sales force*



Provide your customers with a convenient and secure tool to order products on-line. Once you have created and published your product catalogs, your customers can log on to your secure Web site and order items using their own part numbers and names.



The Customer Portal setup form in Intuitive ERP provides a set of task-oriented tools to guide you through the process of creating and maintaining catalogs, permissions, item exhibits and other settings for your e-commerce web site.

## Services and Support

Intuitive ensures successful and efficient use of our products by offering the services of experienced consulting and technical support teams, extensive implementation documentation, planning guides and comprehensive training classes. As a result, many customers implement the system in less than 90 days.

### Solution Start Implementation Program

Intuitive provides the processes, tools and people necessary for a well-executed implementation. Our time-tested implementation process and resources help to get your system and employees up and running in record time. Consisting of six main phases, and supplemented by the Intuitive ERP Implementation Guide, the Solution Start program is a service package designed to guide new user implementation efforts. This process provides a step-by-step implementation solution that focuses on measurable objectives as a method of assuring a successful project. The program includes the services of an Intuitive ERP application consultant, who will come to your facility and provide the expert guidance and resources necessary to execute our proven implementation plan.

### Virtual Classroom & Hands-on Training

The Intuitive Virtual Classroom is a live, on-line training program designed to help customers get the most out of their Intuitive ERP system. Virtual Classroom sessions provide an easy and cost-effective way for customers to get new employees educated, learn about a new release, train end users in specific functional areas, and to receive expert answers to questions regarding ERP.

Several in-depth educational courses are offered at the Intuitive corporate training facility or on-site at your location. These courses, which include hands-on training and workshops, provide an in-depth understanding of Intuitive ERP and the manufacturing environment.

### Customization Services Group

Many of our customers find that Intuitive ERP meets the majority of their needs without customization. We realize, however, that you may have unique business conditions that create the need to customize a solution. Intuitive offers complete customization services to provide the technical expertise and development resources for the customization of your system. All customizations

are fully documented and conform to Intuitive's strict programming standards to assure product compatibility and seamless integration.

### Technical Support & Consulting

Certified technicians who have in-depth knowledge of the product, as well as manufacturing and accounting environments, staff Intuitive's technical support organization. All technical support calls and e-mails are always answered by a live technician.

Intuitive's consultants are available to provide direct, on-site support of your needs in the application of Intuitive products and process re-engineering.

### Customer Support Web Site

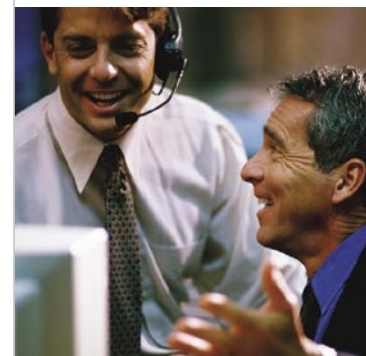
Access to the Intuitive Customer Support web site, an immediate online service and support resource, provides customers with 24-hour access to a support knowledgebase, software updates, technical documentation, and much more.

### Documentation

An Implementation Guide, Tutorial Workbook, and User's Manual are available in hard copy as well as electronically, in Adobe Acrobat PDF format. Context-sensitive on-line F1 key help—with an integrated APICS glossary—provides in-depth product information and multiple cross-references throughout the system.

### User Groups

User Groups provide a forum for Intuitive ERP users to share their experience and knowledge about the product. Intuitive supports User Groups by providing organizational guidance, guest speakers, product updates and an opportunity to provide direct feedback on product features and functionality.



*"Intuitive's technical support staff is very helpful. They promptly respond to inquiries and welcome suggestions for future product enhancements."*

Lori F. Jury, AML Wireless Systems

*"We were very pleased with the implementation process. In fact, the Intuitive ERP implementation took only 60 days."*

Ted Voldberding, Integrex

*"We get amazing value out of the system. The ROI is very high."*

David North, Qualitel Corp.



*"One of our subcontractors was implementing a different system at the same time we started our [Intuitive ERP] implementation. One year later, they're still working on the system and we've already had 12 months of very positive results."*

Brian Logan, Lacrimedics

## Now, that's intuitive.

### About Intuitive

Intuitive Manufacturing Systems offers intuitive and flexible enterprise solutions that help today's manufacturers achieve greater operational efficiency and profitability through seamless integration of business processes on an enterprise-wide level.

Since 1994, Intuitive has pioneered the development of enterprise software for small and mid-size manufacturers using only Microsoft technologies. Intuitive is dedicated to providing manufacturers with software solutions that truly add value to their business, and has designed the Intuitive ERP enterprise system to deliver superior functionality, rapid implementation, high levels of usability, and a technology standard that is unmatched in the industry.

Intuitive's enterprise solution is supported by a network of direct offices and business partners worldwide to provide the software and services you need to address your company's business technology requirements.

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### Ready to empower your enterprise? See Intuitive ERP in action:

#### Attend a live webcast

Visit [www.intuitivemfg.com](http://www.intuitivemfg.com) and sign up to attend a free 60-minute webcast featuring a live demonstration of the Intuitive ERP Enterprise Solution.

#### Schedule an on-site demo

To schedule an on-site demo of Intuitive's Enterprise Solution, please call 1-877-549-2149 or e-mail [info@intuitivemfg.com](mailto:info@intuitivemfg.com). Visit us on-line at [www.intuitivemfg.com](http://www.intuitivemfg.com) for more information.

