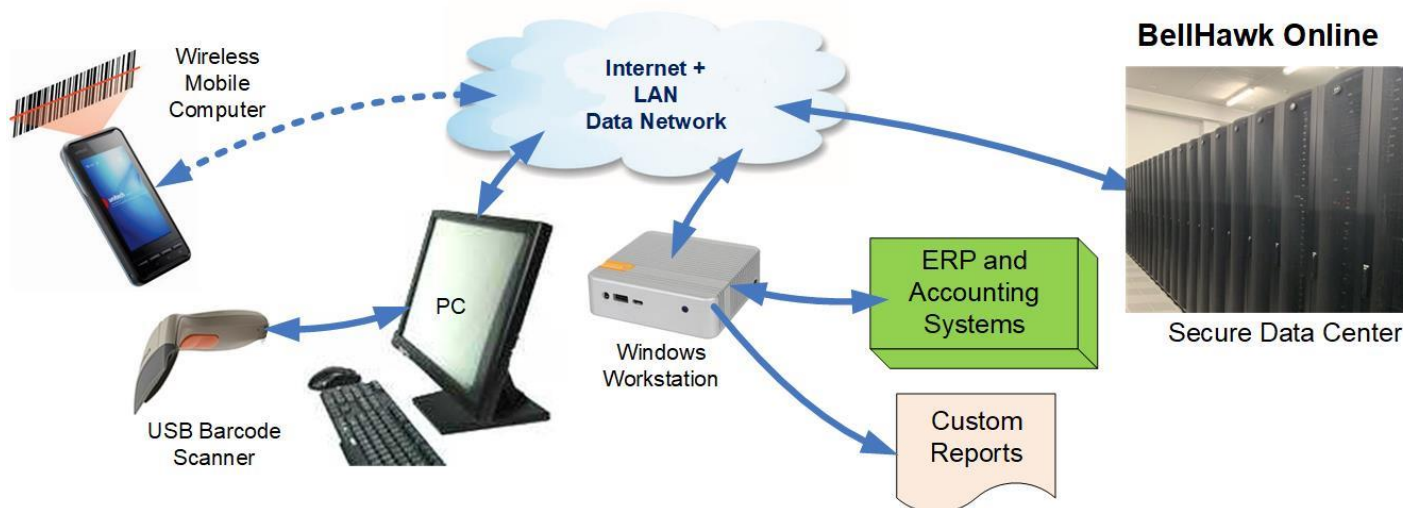


KnarrTek Pilot Implementation Projects



We recognize that, in some cases, KnarrTek’s JTS, MTS or JMTS standard tracking systems will obviously meet all of an organization’s tracking needs, except possibly for some customization of standard reports. In this case, it makes the most sense to immediately deploy one of these systems to solve an organization’s operational tracking needs.

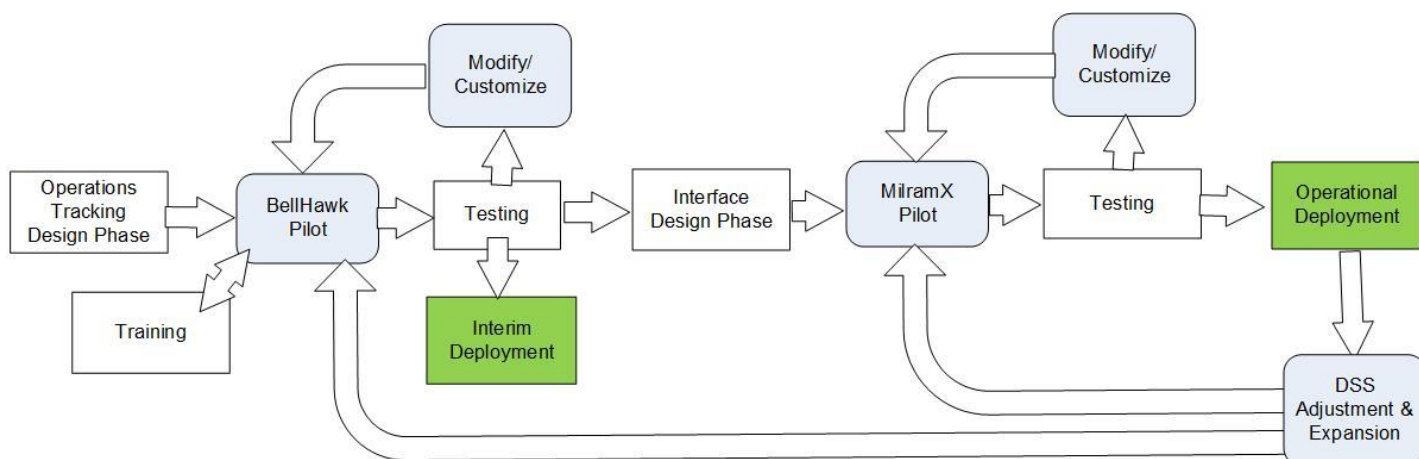
But there are also many cases where it is not clear, at the outset, whether one of these standard products will meet the organization’s needs or whether a custom WIPTracker system will be required.

These situations typically occur when an organization knows that it has need for a real-time decision support system but the details have yet to be defined. This situation also occurs where integration with MilramX is required to provide text or Email alerts or to implement custom interfaces to other systems, such as E-Commerce systems.

In these situations, we recommend that the client organization start with a Pilot implementation. In such implementations, KnarrTek will install a standard product or a custom WIPTracker set of modules onto one of KnarrTek’s BellHawk Online servers and then use this as the prototype for the development of a custom system to meet the clients need using “Agile” development methods.

In such a Pilot project, the client organization is expected to pay for all support services labor from KnarrTek needed to work with the client until the system is ready for deployment. This payment comes in the form of pre-paid support services bundles, starting with an initial Gold Services Bundle.

The client is not expected to pay subscription fees for use of the software until the system is ready for operational deployment, at which point the software will typically be installed on the client’s own computers.



In the agile development process, after initial setup, the client will test the current version of the software and determine the most important changes that need to be made. They will then, working with KnarrTek’s support team, document what changes are needed.

KnarrTek’s staff will estimate the cost of each of the changes to the Pilot and the client can make a decision as to whether the cost of the proposed changes is justified from a business investment viewpoint. KnarrTek’s technical staff will then make the changes that the client approves and charge their time against the client’s prepaid support account.

These changes should be made incrementally, a few at a time, so that the client’s staff can evaluate the changes as they are made and use the results as the basis for making further changes. This avoids the problem of writing a huge specification document detailing all the changes to be made only to have the specifications change significantly after testing the first few changes.

This agile development process is repeated, adding, testing, and modifying features until the tracking system meet’s the client’s operational needs. In this process, it is recommended that testing be done with actual manufacturing and inventory production data in order to simulate as closely as possible the actual production conditions.

Interim operational deployments of the system may be made once enough of the system is working to solve one or more operational goals.

At some point in the process, one or more parallel agile processes may be started related to exchanging data with external systems. These may be done using the DEX interface or may require the use of the MilramX software platform, especially if Email or text-message alerts need to be implemented for application specific situations.

The benefit of the Pilot system approach is that the client can make sure that the system will meet their requirements before committing to renting the software. Clients can abandon the Pilot project at any time they believe that it will not meet their goals with the only expenditure being the support services bundles they have purchased incrementally as the project progresses.

This minimizes the financial risk for the organization and, even if a Pilot project is abandoned, the practical lessons learned by the client’s staff are much more cost-effective than the equivalent cost of sending these same people to off-site “theoretical” training courses.

The other big advantage is that the pilot system can significantly evolve as the organization learns about its true requirements from testing the pilot system. This is much more cost-effective than spending a lot of time writing a detailed specification for a custom system only to find, inevitably, that the specification was wrong or deeply flawed. And, even if the specification was correct initially, requirements often change while the system is being implemented, especially as a widening circle of people become involved in testing the system.

The disadvantage of using an agile Pilot approach is that deployment can take much longer than simply using one of KnarrTek's standard products "out-of-the box" because of the multiple test-document-modify cycles required.

In some cases, a combination of methods may be used with a standard KnarrTek tracking system being deployed to solve some immediate problems and then, in the background, an agile process is taking place to incrementally replace the operational system, as improvements are made and thoroughly tested in a parallel Pilot activity.

In such an approach, the Pilot system is retained for use in training new users, as well as for testing new changes and integrations, which will typically occur in response to changes in end-customer requirements for supply chain information integration or improved exchange in information exchange with other parts of the organization.

If this is of interest, please send an Email to Sales@KnarrTek.com or see www.KnarrTek.com for more details.