

Unlock Your Potential:

Strategies from the Professional Services Team

Mark Mahovich

VICE PRESIDENT, PROFESSIONAL SERVICES



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VICE PRESIDENT, PROFESSIONAL SERVICES

- ✓ Vice President, Professional Services
- ✓ 24 years at Synergis
- ✓ Previous roles at Synergis
 - ✓ Sr. Director, Services
 - ✓ Director, Manufacturing Solutions
 - ✓ Applications Engineer, Manufacturing

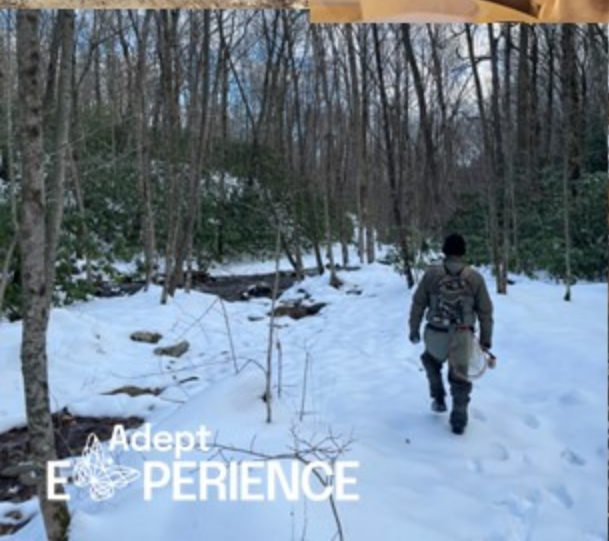


Mark Mahovich

FLY FISHERMAN



- ✓ Fly fishing
- ✓ Fly tying
- ✓ Outdoors
- ✓ Kayak fishing
- ✓ Motorcycles
- ✓ Father & Grandfather



Goals of this Session

- Understand how Synergis can increase the value that we bring to your company
- Look at Synergis as a Business Partner and not just a Software Vendor



Professional Services

Let's Review

The Professional Services Team



Applications Consultants

Led by **Judie Cummings**

- John Burke, Michael Lies, Cathy Moeller, Bryan Myers, David Abundiz



Customer Support

Led by **Darin Green**

- Dean Scavetta, Josh Diehl, Jonathan Mullins, John Soto



Application Development

Led By **Charlie Smith**

- Todd Dietrich, Brian Cruz, Nick Merchant, Zain Hoosen



Project Management

Led by **Albert Lamaute**

- Jessica Habib



Customer Experience Architect

Glenda Betit

What Is Professional Services?

- ✓ Technology Professional Services can be defined as the delivery of technology-related services to a customer, helping you maximize the value of the solution, while allowing you to focus on your core business objectives.

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Increased Focus on YOU

Being Successful as a Customer

A Transformation is Needed

Professional Services



A Transformation is Needed

Customer Success



What is Customer Success?

Customer Success is an ongoing, proactive effort to build and maintain strong, long-lasting relationships with our customers

Help you reach
your desired
outcomes and
goals

Deliver a positive
experience
throughout your
customer journey

Help you derive
maximum value
from the software

Be an advocate
for you and get
your feedback to
Product
Development

A portrait of Mark Mahovich, a man with short, light brown hair, a light beard, and black-rimmed glasses. He is wearing a blue collared shirt under a dark jacket. The background is blurred with bokeh lights.

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CUSTOMER SUCCESS

- ✓ Vice President, Customer Success
- ✓ 24 years at Synergis
- ✓ Previous roles at Synergis
 - ✓ Director, Manufacturing Solutions
 - ✓ Applications Consultant, Manufacturing
 - ✓ Vice President, Professional Services

The Customer Success Organization

The improvement of every touchpoint on your journey as an Adept customer to ensure your maximum success.



The Evolution is Happening

From Vendor

To

Strategic Partner



Install and Implement



Customer Success

Episodic Engagement



Continuous Engagement

Reactive Support



Proactive Support

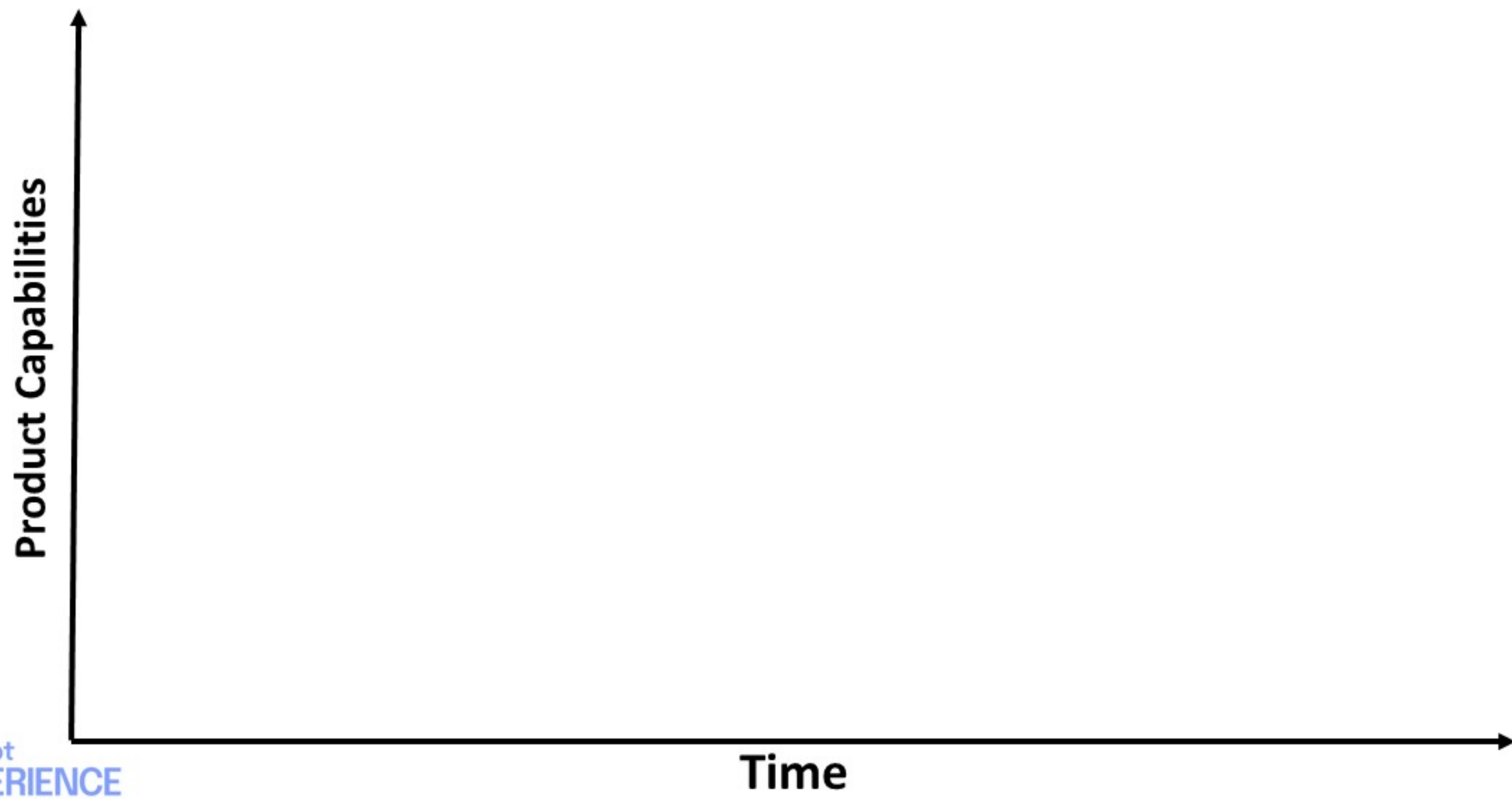
Technology Focus

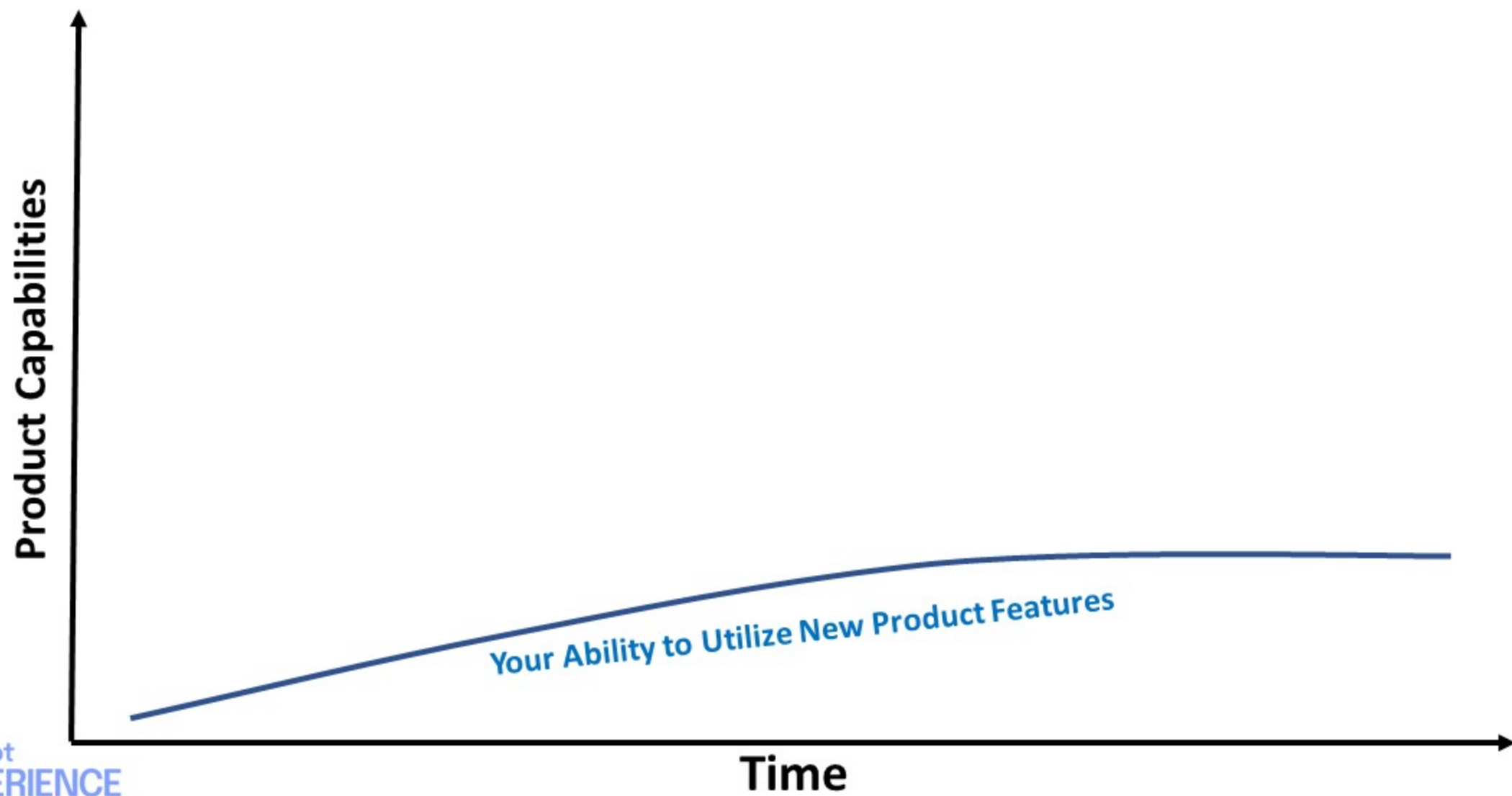


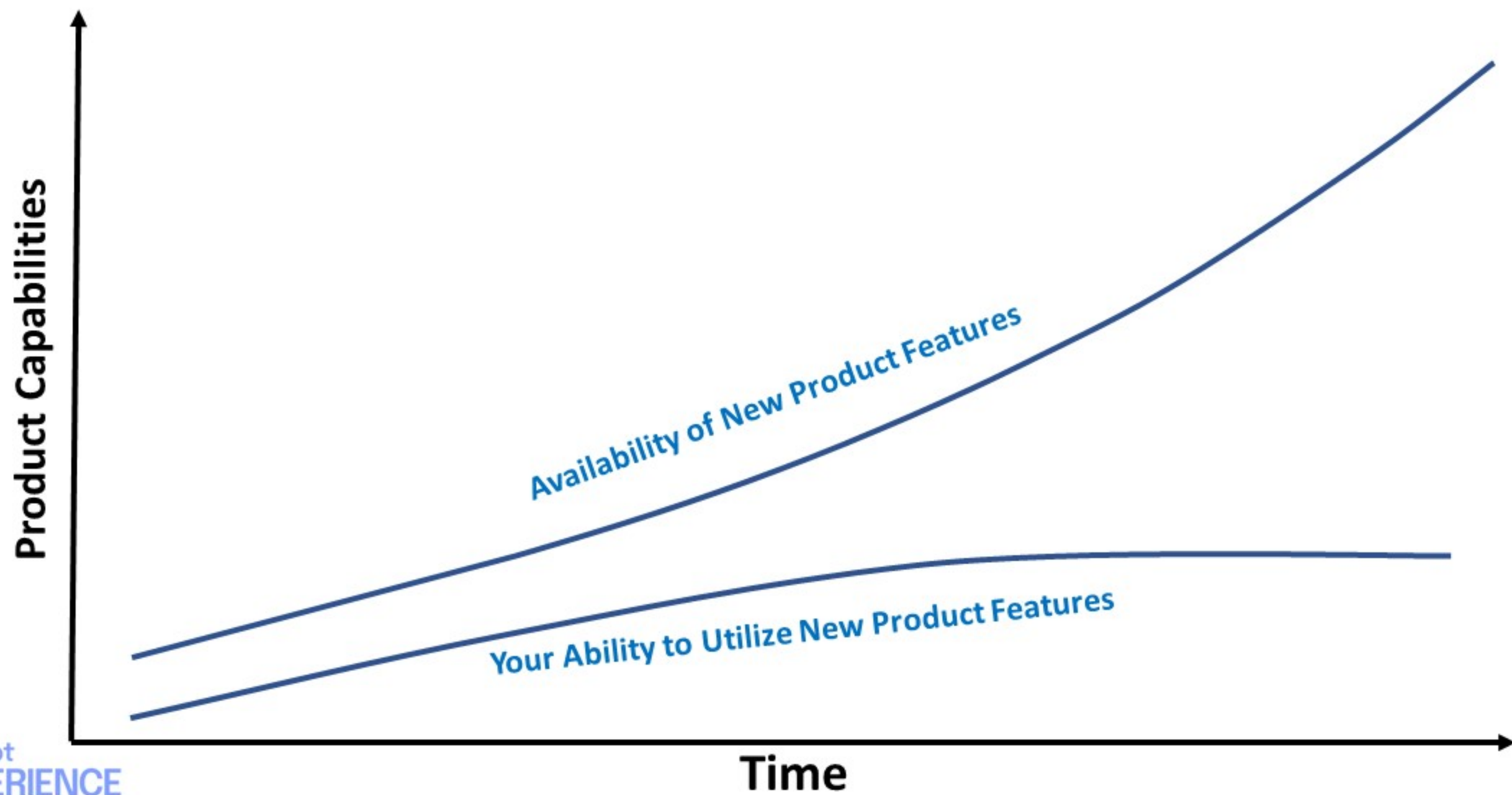
Business Outcomes Focus

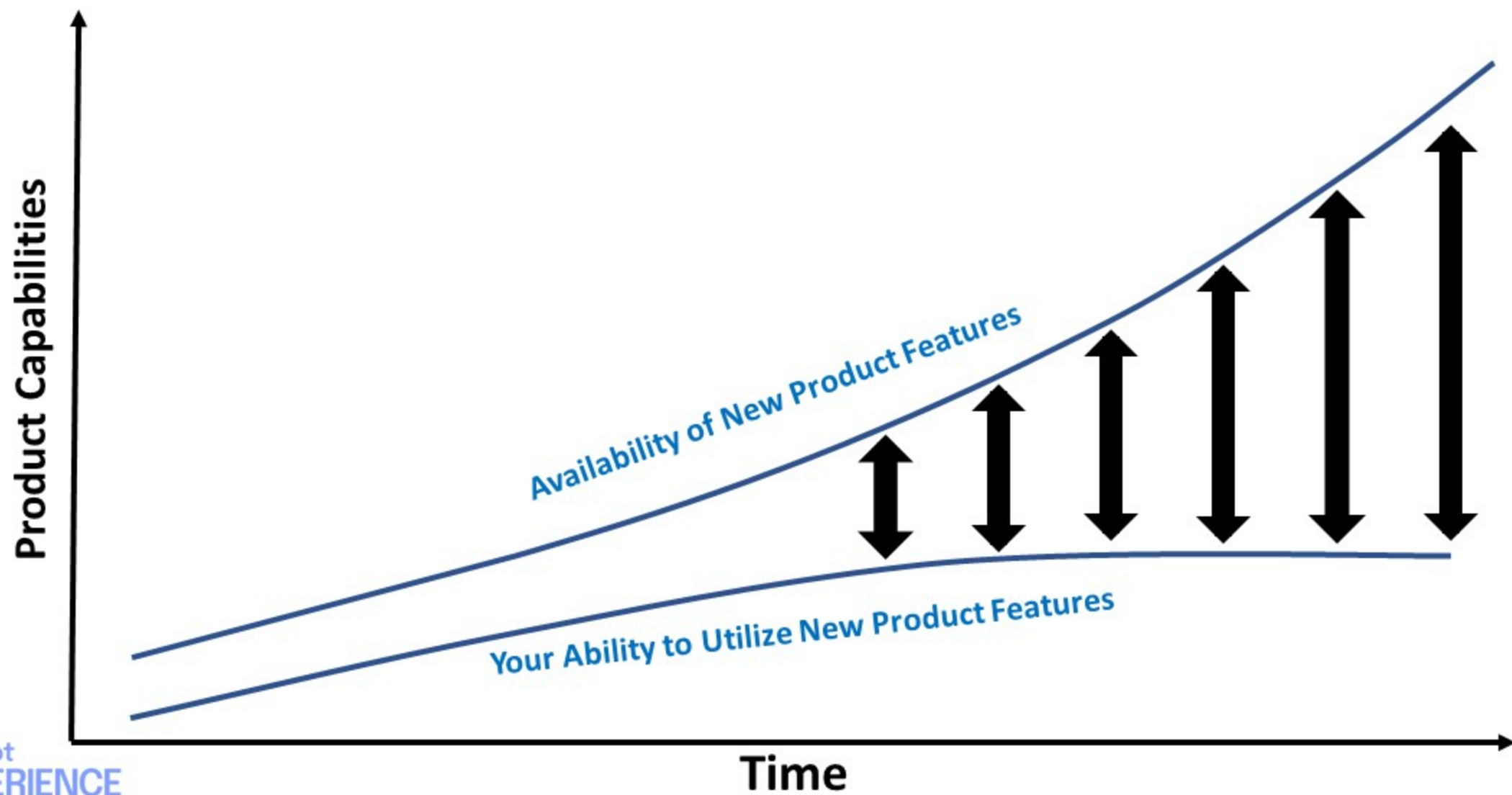
The Consumption Gap

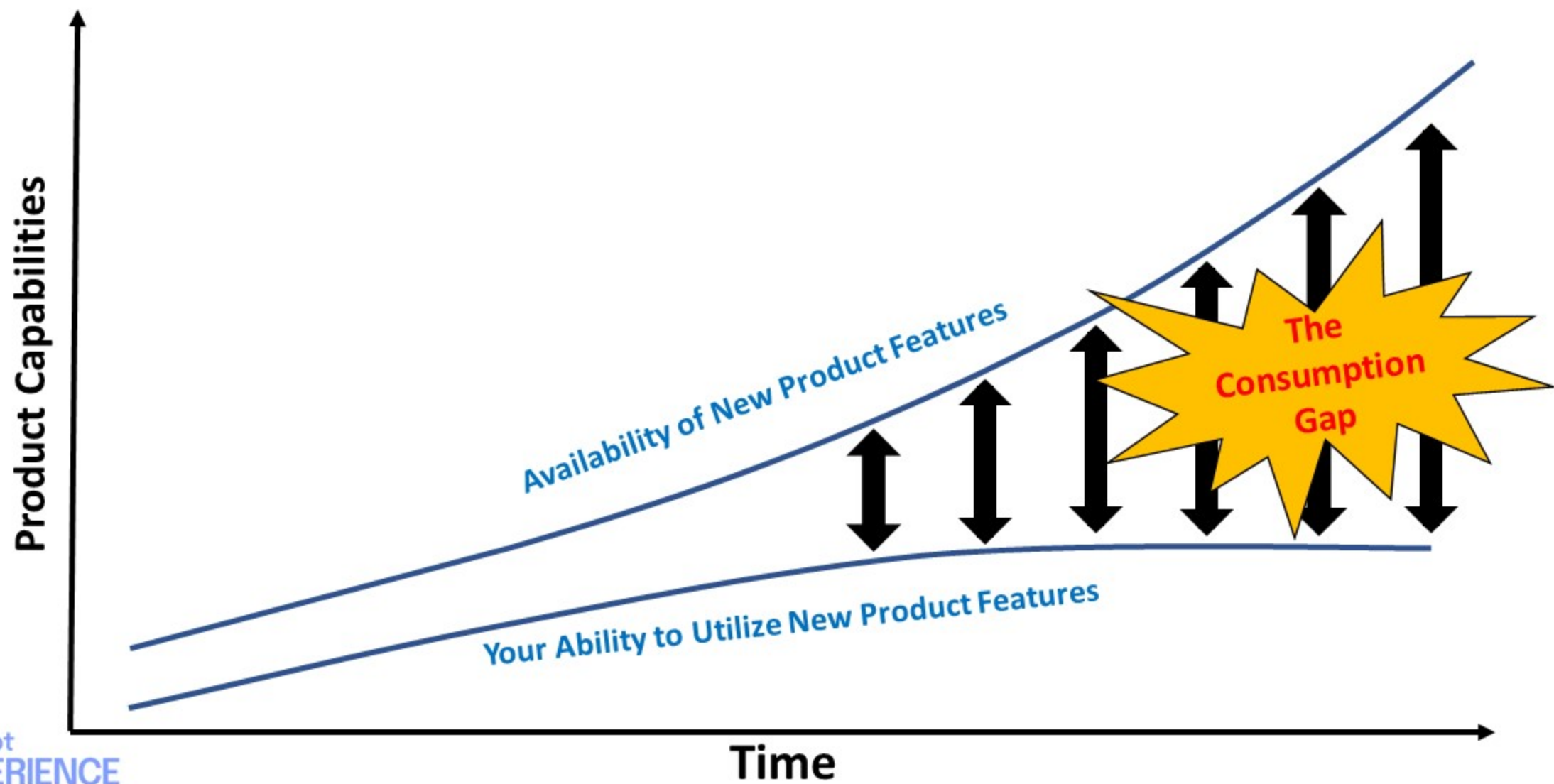
A Common Challenge











slido



What are the top hurdles that you are facing today with growing the use of Adept at your company?

ⓘ Start presenting to display the poll results on this slide.

How We Can Help

Closing the Consumption Gap

Ongoing Technical Consulting

- ✓ Work 1:1 with an Adept technical expert on nearly any type of project to reach your goals with Adept.
- ✓ Improve your Adept environment, streamline processes, remove roadblocks, and increase the value of Adept.

Common projects include:

- ✓ Metadata cleanup
- ✓ Train new admins & users
- ✓ Process improvement
- ✓ Workflow design
- ✓ Application integration
- ✓ System health check
- ✓ Expansion
- ✓ New feature rollout
- ✓ CAD integrations
- ✓ DR strategy

Customer Highlight

- Dexcom
- New customer
- Medical Instruments industry
- Continuous Glucose Monitoring



How Synergis Has Helped

- All aspects of configuring Adept
- Best practices
- “How To” questions



Value and Benefits

- More refined configuration
- Better prepared for Go Live
- Quicker time to value



Customer Highlight

- Folgers Coffee Company
- Food & Beverage industry
- Adept Admin moved on



How Synergis Has Helped

- Working 1:1 with new Admin
- Addressing questions
- Guidance on configuration



Value and Benefits

- New Admin onboarded and strengthened skills quickly
- Improvements made to the configuration and processes
- Regular importing of data



Remote Adept Administration

- ✓ Work 1:1 with an Adept technical expert who will manage and administer your Adept install.
- ✓ We can be your primary Administrator or assist your existing one.

Admin responsibilities we can help with:

- ✓ Maintain Users/Groups/Libraries & Permissions
- ✓ Plugin administration
- ✓ Update software
- ✓ Backup verification
- ✓ Create & edit Workflows, Data Cards, FileGuide views
- ✓ Report and Transmittal creation and editing
- ✓ Add, edit and remove Vaults

Customer Highlight

- Indorama Ventures
- Chemical industry
- Needs Admin assistance until the role was filled



How Synergis Has Helped

- User issues/questions
- Data card changes
- Import files
- Build URL's to Sharepoint



Value and Benefits

- New Admin onboarded quickly
- No loss in user productivity
- Improved configuration



Strategic Partnership

Outcomes Based Mindset

A way of thinking that focuses on what you want the ultimate results to be from a situation.

Begin with the end in mind.

- ✓ Helps keep focus
- ✓ Easier to create achievable plans
- ✓ Increases engagement
- ✓ Easier to assess progress





Business Outcomes Focused



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Manufacturing

- Reduce Time to Manufacturing
- Decrease Shop Floor Errors
- Reduce Time for Design Review

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- Reduce Defect at Handover
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Facilities Management

- Effectively Manage Asset Lifecycle
- Better Integrate Technology
- Use Better Performance Metrics and KPI's

Let's Get After It

- ✓ Determine your desired business outcomes
- ✓ Strategize with Synergis
- ✓ Let's formulate a plan to achieve them



Integrate with Everything

Adept Integrator

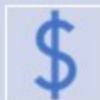
Integration is crucial due to the growing complexity of technology and the increasing reliance on data and information sharing.



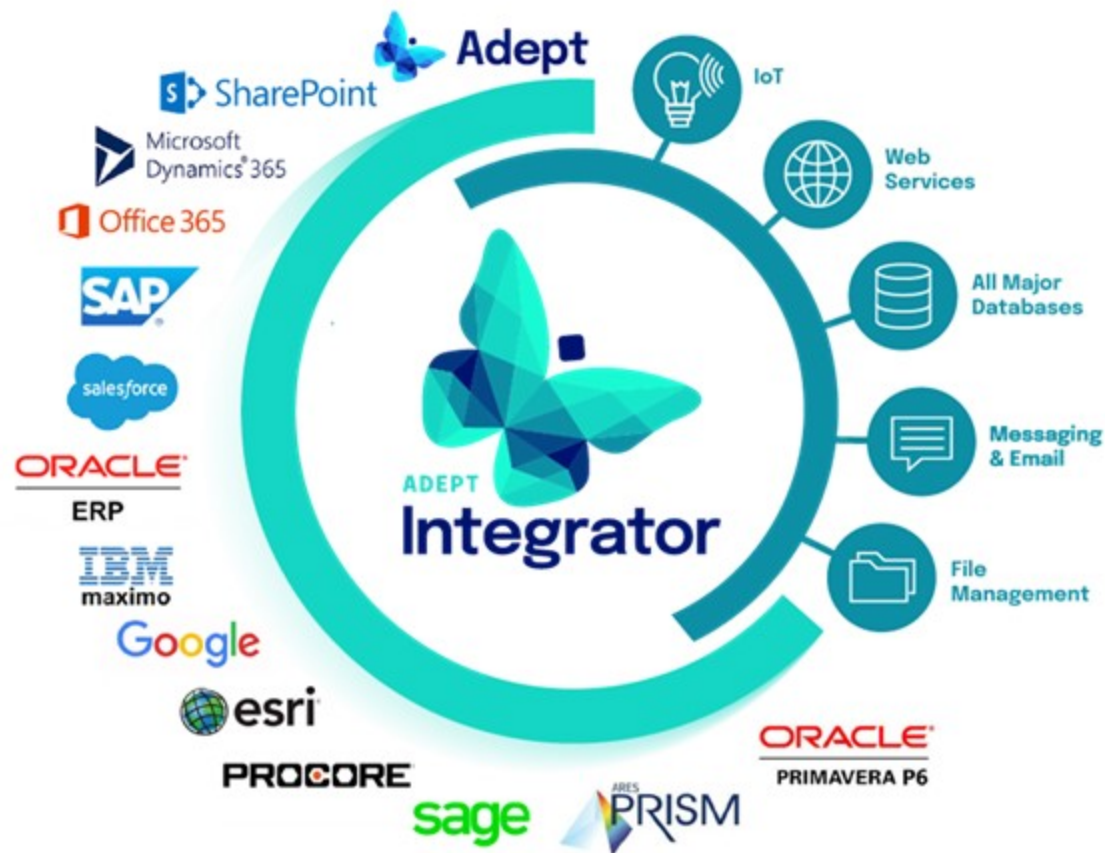
“94% of IT leaders believe systems integration improves employee productivity”. - MuleSoft



“92% of executives believe that achieving their digital business objectives depends on how well they integrate their systems”. - Accenture



“62% of organizations that invested in systems integrations reported a reduction in operational cost”. - Boomi



Application Development

Create custom features, automate repetitive tasks, or anything that is not available out of the box.

- ✓ Leverage Adept's powerful API & Web Services
- ✓ Annual maintenance on custom apps
- ✓ Custom data migrations

Work In Progress

Upcoming Offerings

The Customer Success Initiative

A woman with blonde hair, wearing a maroon top and dark skirt, stands in the center of a meeting room, gesturing towards a whiteboard. She is addressing a group of people seated around a table. The whiteboard behind her has the heading "PRODUCT MARKETING Strategy" and lists several items: "el", "BUSINESS", "OPERATION", and "VERSION". The room has large windows in the background, and the overall atmosphere is professional and collaborative.

**Strategic
Investment**

**Sr. Level
Management
Oversight**

**Building out a
Team**

**Defining New
Processes and
Systems**

**Customer
First**

AI Support ChatBot

- ✓ Immediate intelligent responses
- ✓ Generated from multiple Adept sources
- ✓ Available 24/7
- ✓ Faster Issue Resolution
- ✓ Create a Support Case if needed



Adept Academy

- ✓ On-demand Adept training
- ✓ Robust video library
- ✓ Searchable and browsable
- ✓ Role-based learning paths
- ✓ Certifications and badges
- ✓ 24/7 access



Next Steps

Key Takeaways

- ✓ Customer Success is our single most important initiative
- ✓ Synergis has the technical resources you need to thrive
- ✓ We can help you achieve your business outcomes



Calls To Action

- ✓ Explore Ongoing Technical Consulting and Remote Administration offerings
- ✓ Schedule a discovery call to explore your needs and how we can help



Consulting



Remote Admin

Thank You!



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