



## Hosted Services

### *Company Profile*

Scada Systems Management assists its clients to transform their business operations through the use of Manufacturing Enterprise Solutions (MES). This is achieved using the following services:

- Opportunity Assessment
- Hosted Services
- Custom Solutions
- Solution Support
- Project Management

Full details of all of these service offerings are given on our website at [www.scada.com.au](http://www.scada.com.au).

### *Hosted Services – The Issue*

Manufacturing managers face a common dilemma; “How can I get meaningful information rapidly so I can make better decisions quickly, and not have it cost me a fortune!”. Experienced managers know that they could justify the cost of an MES investment... if only they had an MES to give them the information to support the business case. The Hosted Services offering is a low cost, low risk method to see what an MES can do for a business and establish the business case whilst doing so.

### *The Solution*

The Hosted Services offering is delivered in four stages:



### **Assessment**

This is a fixed price, fixed duration, fixed format service carried out by experienced manufacturing professionals. A detailed description of this service and its deliverables is given separately, but in brief, it identifies the tangible & financial benefits that are likely to arise from an MES installation. This process ensures that a Hosted Services installation only ever takes place when there is a clear business case, the implementation roadmap is understood and the resource commitment is known.

### **Installation**

The Installation stage of a Hosted Services deployment uses industry best practice templates that are configured to client specific requirements. The implementation approach is designed principally for use with manufacturing staff, not IT professionals. Hardware on-site is limited to a Historian and the communications equipment necessary to use the MES software hosted off-site. Customisation is reduced so as to get up and running with a solution that provides the basis for the Discovery stage.

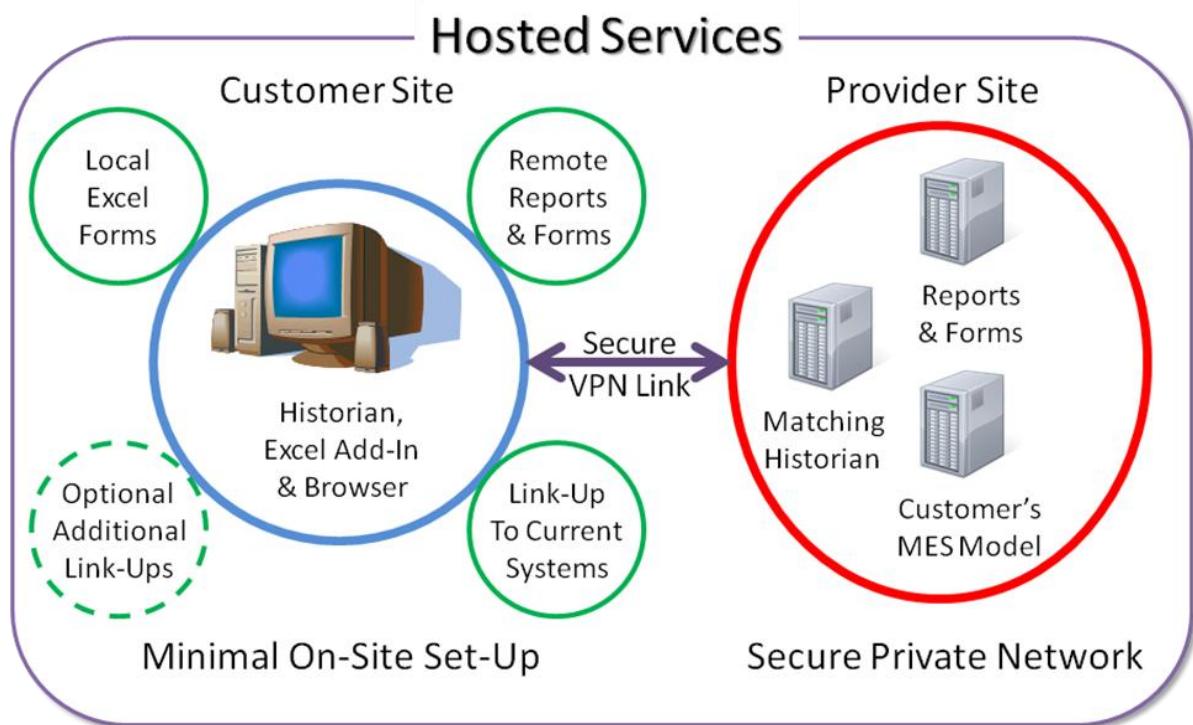


## Discovery

This stage provides a reporting solution that delivers insights into the manufacturing process. It identifies gaps, overlaps and contradictions in the reported information, and highlights the variability in operational performance. Experienced manufacturing consultants guide the client through this stage so that valuable time isn't wasted getting to grips with new technology. The best & worst instances of local performance are captured and understood so that improvements can be made.

## Delivery

At the end of the Discovery stage the customer will have invested only a small amount of time and resources, but will have a thorough understanding of the benefits of MES to their operations. The core of the Hosted Service offering is that during the Delivery stage, the customer enters into a contract for information services. This is a fixed term subscription service, not a capital purchase. The customer has the full functionality of the MES solution with none of the technological overhead.



## Summary

The opportunity always exists for the client to migrate to a more traditional on-site MES installation. However, for many customers, the Hosted Services approach offers them the full benefits from MES at the lowest capital cost, with the least risk and in the shortest time to achieving business benefit.