CYBERWERKS

Driving Information to the Bottom Line . . .

CYBER (sī′ bər) cyber- *pref.* 1) Computer, 2) Computer network [From **Cyber(netic)**]

WERKS (wûrks) \Werk(s)\, n. Werke \Werke\, v. – 1) A factory, plant, or similar building or complex of buildings where a specific type of business or industry is carried on. 2) The manner, style, or quality of working or treatment; workmanship.

"Because the future is never entirely predictable, risk in any business action committed to the future--that is, virtually all business actions--can be reduced but never eliminated. Information technologies, by improving our real-time understanding of production processes and of the vagaries of consumer demand, are reducing the degree of uncertainty and, hence, risk. In short, information technology raises output per hour in the total economy principally by reducing hours worked on activities needed to guard productive processes against the unknown and the unanticipated."

Remarks by Chairman Alan Greenspan
Technology and the economy
Before the Economic Club of New York, New York, New York
January 13, 2000

BUSINESS ENVIRONMENT REALITIES

BUSINESS

- Ultra competitive business climate
- Pricing pressures
- Strangulating cost controls
- Capital budget constraints
- Scrutinized business ethics / practices
- Escalating quality demands from customers
- Quick order fulfillment requests
- Poor operational visibility
- Accelerated product life cycles
- Intrusive / extensive regulatory oversight

TECHNOLOGY

- Un-integrated applications
- Inflexible Applications
- Inability to retrieve information from captive data
- High support costs
- Disconnects from suppliers / vendors
- Fast paced technology innovation / evolution

Thriving in the new-normal

Many business strategies of the pre-recession era were based on rapid build-out and quick rewards while discounting proven business principles. Businesses are adjusting to the new realities of the new-normal. This environment requires business to operate at the point where age-old principles converge with the promise of the new economy. Flexibility, responsiveness, efficiency, innovation and accountability are watchwords for those who are positioned for success.

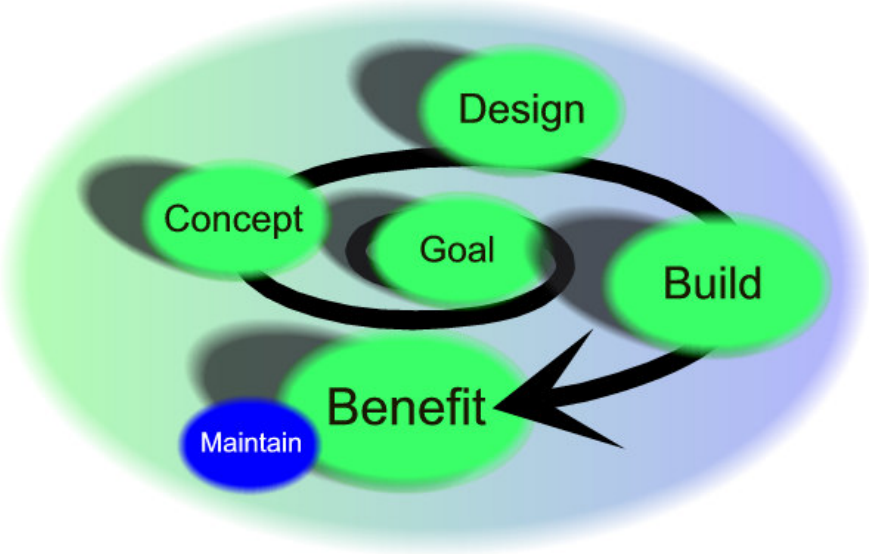
Information Technology (IT) is recognized as a principal contributor to the productivity improvements of business in that last 30 years and is generally acknowledged as a prerequisite for business to flourish in this new era. CyberWerks was created as an IT resource to business.

CyberWerks is a methodology driven IT solution provider with engineering discipline, delivering the potential of technology via rigorous application of standard templates, modules, and solutions. CyberWerks uses proven, methodical, practical, scalable and effective work practices to deliver consistent products and services with predictable results on behalf of clientele.

CyberWerks offerings are structured according to a natural business dynamic, the six-step ***Business Improvement Cycle***. Business initiatives that range from large scale strategic enterprise re-engineering efforts, incremental kaizen driven improvements, six sigma projects or customer and supplier driven supply chain efforts all can be mapped to the ***Business Improvement Cycle***.

CyberWerks has a range of products and services that apply to each stage of the cycle and can be scaled to efficiently add value at each step.

Business Improvement Cycle



The ***Business Improvement Cycle*** keeps the emphasis where it belongs, on the business. The process begins with stated business objectives and ends with beneficial solutions installed and performing in your business.

You know your business / CyberWerks knows how to improve your business through Information Technology. CyberWerks is prepared to become a trusted partner in business improvement efforts.

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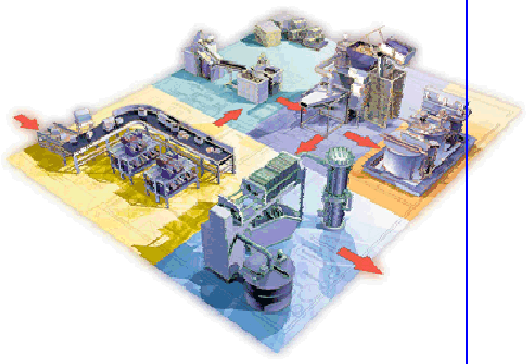
Business Improvement Cycle



Targeted Operational Strategies

- JIT / Lean / Demand Flow
- TPM
- TQM
- Six Sigma
- Extended Enterprise Supply Chains
- Batch Management
- Process Modes: Continuous / Batch / Discrete / Assembly / Mixed
- Business Offerings: Ship-to-order, Assemble-to-order, Configure (Build)-to-order, Repetitive, Make-to-stock

IT Solutions

- MES / CPM
- CMMS
- LIMS
- QMS / SPC / SQC
- Scheduling / Demand Mgmt.
- ERP Middleware / Enterprise Extensions
- EAI / Brokered Frameworks
- Shop Floor Data Collection
- Business Intelligence / Data Warehouse
- Enterprise Alarm & Alert
- Asset Performance
- CMMS
- Custom Programming
- Database Development
- Staff Augmentation

Goal

If an objective is not clearly defined then it will be unreachable or unknowable as to when it's reached. The purpose of the **Goal** phase in the Business Improvement Cycle is to clearly state the business objectives, justification, and success criteria for the IT initiative. The typical deliverable is the Program Definition document and may include one or more of the following products:

- Executive / Stakeholder Briefings
- Goal Setting Workshop(s)
- ROI Analysis / Modeling

Concept

Typical IT projects are notoriously poorly defined, late and over budget. The purpose of the **Concept** phase is to define the operational context, the basic user requirements, the solution concept and the principal project parameters: timeline and budget. The typical deliverable is the Concept & Strategy document and may include one or more of the following products:

- Structured Data Gathering Workshops
- Operational Context Description
  - Business Process Description
  - Technology Infrastructure Analysis
- User Requirement Definition
- Solution Concept Definition
  - Top Level Functional Definition
  - Technology Architecture
  - Technology Evaluation / Selection
- Project Execution Strategy
  - Organizational Planning / Team Development
  - RFP / RFQ Development
  - System Migration Planning
  - Project Planning & Management

Design

One would never commence construction of a building without a detailed set of drawings yet many IT initiatives begin with an incomplete design and meander to an inadequate completion point. The purpose of the **Design** phase is to plan out the solution in systematic, usually graphic form. The typical deliverable is the Design document and may include one or more of the following products:

- System or Component Design
  - Functional Models
  - Data Models
- Definition of Configuration Parameters
- System Pilots (e.g. conference room)
- Validation &/or Testing Plan
- Documentation Plan
- Training / Installation Plan

Build

The purpose of the **Build** phase is to transform the design into a working solution. The typical deliverable is a fully tested working system and may include one or more of the following products:

- System or Component Design & Development
- Application Configuration
- Staging and Testing

Benefit

The purpose of the **Benefit** phase is to impact the bottom line of your organization. The typical deliverable is a commissioned system in your facility and may include one or more of the following products:

- Installation and Commissioning
- Data Migration
- User &/or Administrator Training
- Startup Support
- Post Installation Benefit Analysis

Maintain

An investment in an IT focused improvement project may not be justifiable if the gains are not sustainable. IT systems are dynamic systems that must be maintained in order to supply maximum benefit. The purpose of the **Maintain** phase is to assist your organization in maintaining peak performance from IT assets and to respond to requests for incremental modifications due to an evolving business climate. The following products may be included:

- Performance Assessment and Tuning
- Network / User / Database Administration
- Staff augmentation
- Configuration Modifications / Programmed Extensions

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