



Professional Services Offerings Catalog 2016

The lower half of the cover is a solid blue color. It features several white line-art illustrations: a large pie chart on the left, a bar chart at the bottom left, a line graph with multiple intersecting curves at the bottom right, and a small house-like structure on the right side. Various arrows of different sizes and orientations are scattered throughout the blue section.



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Getting the Most from Your ERP Solution

Wynne is committed to helping your business by providing professional services when you need them. Our team of highly-trained experts will work with you to develop a precise plan of action.

Experience and Expertise

Our team of experts have spent years in the field, understanding the unique challenges rental equipment companies face. This experience allows us to see things from a different perspective, offering our clients new solutions to old problems. Many of our top employees have either owned or been a key part of rental companies before joining Wynne. We are more than just a software company, we are the sum total of our team's rental experience. We understand the challenge that time is money and can relate our system's to the revenue demands of your company.

Setting Up for Success

Preparing yourself for success means planning well in advance. You have purchased a system with thousands of features, many of which can help drive your business. We estimate top companies only utilize about 20% of the system's feature functionality. If your team was better prepared by understanding and utilizing more of your ERP system, you'd be better positioned for success. Our catalog of services helps guide you to opportunities to maximize your software investment.

Growing, Yet Nimble, Team of Professionals

Our fast growing organization has more resources to pull from, which means better results for your company. We share ideas, tactics and techniques to best understand what the industry demands so we can address those challenges. Our broad reach of employees and perspectives from around the world contributes to the direction of our solutions. We spend an enormous amount of time looking for and grooming great people for our team in order to better service your business.



General Professional Service Offerings

This section outlines several offerings of professional services that Wynne offers. Wynne will assign a consultant who will see your project from the discovery phase all the way through to its completion. The consultant will work with you to understand your goals and develop strategies to meet those goals. By having a clear vision and knowledge of your objectives, we will work closely with the stakeholders to ensure a successful implementation of products and/or processes. Our consultant will work with you to create a realistic deployment plan and schedule objective milestones.

System Health Check

Do you want to optimize your software investment and make sure it is matched to your business processes? Periodic health checks can diagnose areas where your software is slowing your business down. The health check looks at your operations and finance processes and makes sure your software matches. This helps you uncover employee training opportunities, explore new feature enhancements, discover product shortcuts, and reveal any modifications which may be needed. We will make recommendations for consulting services or software modifications that you should consider.

Integration Health Check

Are all your critical software programs in sync? If you have other software products you are using within your organization and haven't yet automated integration between them and your rental ERP, then you may want to consider an integration health check. Using a web services platform can assist with real-time integration to eliminate duplication and manual entry or simply provide you with easy upload or download options to help with moving data between systems.

Security and Access Health Check

Your business needs around security and access change over time, but have you kept up? Our security and access health check takes a high level view of your user configuration, menu structures, permissions and approval processes to see if there are specific new features you could take advantage of or additional security/access privileges you should consider adding. This will include reviewing your approval processes around purchasing, credit approval, quoting and major maintenance.

Implementing Your Phase X

Did your implementation hit all your goals? When you implement your ERP solution there is often a piece which is left to "Phase X". This may be scheduled maintenance configuration or cycle counting or something more specific, but very often Phase X becomes "Phase Never". Our Professional Services team can come in and reassess your



Phase X projects. We can determine if a new feature makes it easier or quicker to implement than initially thought or address process questions and business benefits to create an implementation project plan to deliver a solution.

Business Initiative Impact Analysis

Does your ERP keep up with your business initiatives? If you need to implement a new line of fleet, move into new markets or even countries, or offer new and improved service consider our initiative support. A business impact analysis will provide an accurate estimate of the ERP system configuration and/or what process changes are required. We also consider back office implications, reporting and downstream analysis through accounting to help support the initiative.

Adding New Acquisitions

Is your business growing by acquisition? If so, let us help you integrate your new data. Our professional services team can assist you in uploading data into your databases. This includes customers, new locations and assets, as well as providing additional training resources to back up your M&A process. We know that M&A is a highly sensitive time and we can provide discrete and secure assistance to help your acquisition integration run as smoothly as possible.

Improve System ROI with Reporting

Ever wonder how much revenue is lost due to backdating pickups and returns? Or maybe how often a past due inspection or maintenance event is backdated, potentially making you liable for damages? Custom reports, including key performance indicators (KPI) and exception-based reporting, can help to reinforce business processes and keep you in control.

New User Training

Do you need additional training for new users? Trained professionals can help your team better utilize the software and learn timesaving tricks to navigate and perform tasks faster. If you don't have an internal training team, you may decide having a software professional deliver your core ERP training to new employees is a very effective way of getting your new hires up to speed quickly. Let us train your new users in key areas like finance or operations when your team needs a bit of hands-on help.

System Admin Training

Does your system admin know how to address the needs of all your users? Train your new ERP support personnel on all system areas to better manage and support your thriving business. Trained professionals can help your team better utilize the software and learn timesaving tricks to navigate and perform tasks faster.

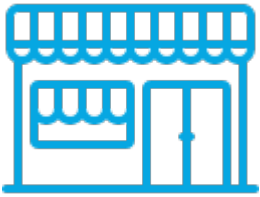


Custom Document Design

Do your external documents look as they should? The look and feel of your documents can be very personal to your business and you may want more than simple customization of logos and basic colors. If you're looking for a document overhaul you may want to take advantage of our form customization service so you can make changes yourself or look to our professional services team to change your documents for you.

Automated Testing

Do you want to save time and money during testing? Performing repetitive manual testing takes time and effort away from other key priorities. Test automation saves expenses by removing the need for users to perform the same tests for IT or audit purposes, and reliably repeats the same core tests without user intervention. Speak to us regarding writing process-driven suites of automated tests for your critical business procedures, which will free up your time when rolling out new releases.



Operations, Purchasing and Work Orders

We offer our clients additional consultation and professional services that involve your day-to-day operations. These services are designed to help you become more efficient and lower operational costs.

Using Barcodes to Manage Parts and Merchandise

Tired of manually entering part numbers in the system? Barcodes have been around since the last century and help retailers identify goods quickly. We can help you do the same by implementing a barcoding system. The functionality includes a barcode printer to print new barcodes as product is received and barcode scanners to quickly identify and enter the parts as they are consumed.

Auto-Print Rent Ready Tags during Rental Transactions

Do you want a clear visual indication of the status of a rental asset? We can easily and automatically print "ready to rent tags" which attach to your equipment to visibly track the whole returned to rental ready process. The tags may contain equipment number, barcode, last transaction, serial number, make, model or other data vital to the return to ready processes.

Implementing Ancillary Fees to Boost Revenue

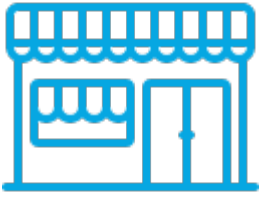
Did you know that the some rental companies boast that 15% of their revenue comes from ancillary charges? In equipment rental, we have several charges that can be set to automatically charge based on customer and category class, including environmental charges, shop supplies, damage waiver, property tax fees, excess meters, late charges, and more. Let us help you evaluate your current ancillary charges with our industry knowledge to maximize your revenue.

Implementing Inspections to Perform Regulated Checks

Do you need to store and maintain certified inspection records for sensitive or high liability equipment? Wynne can manage the recording of inspection records and create certificates as they are completed. We can also assist with setting up warnings and/or halts when an asset is due for inspection.

Implementing Call Centers and Hub Locations to Drive Efficiency

Is your growing business in need of a call center or distribution management? Wynne can assist by managing phone call tracking, centralized reservation and pickup capabilities, and even the selection and delivery of equipment from a hub location.



Using Requisitions and Approvals to Control Purchasing

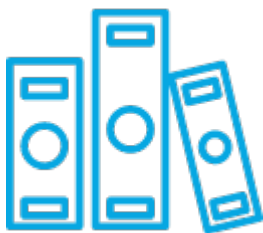
Ever feel like you don't have enough control over the money being spent in your business? A simple requisitioning process which starts at the transaction level can help streamline the process of requisitioning goods with the proper approvals. We can also help by limiting what a user can buy and up to what amount they can spend.

Using Fleet Configurations and Options to Manage Equipment Purchases

Different areas have different needs when it comes to the kind of fleet you buy. But at what point do you have to make the decision of controlling the variances in specifications or letting every store pick their own? Wynne can assist rental stores with the use of equipment options and configurations. When ordering equipment, the requester has the ability to select a configuration built by a fleet manager or team to keep your fleet consistently outfitted.

Auto-Print Safety Sheets during Rental Transactions

Do you want to make your safety notification process easier? Equipment rental companies work with dangerous equipment which has serious consequences if not used properly. To limit liability, many opt to provide and have customers sign an instructional safety sheet. Wynne can print custom safety sheets and prefill equipment and agreement information for what is being rented. The work involves designing the safety sheets and changing print programs to print them and load the initial data.



Accounting, Payables and Receivables

In addition to our training services, we also offer consultations for implementing new features that can assist with day-to-day tasks. These options are all designed to make your accounting function run more smoothly.

Using Document Distribution to Go Paperless with Invoice Mailing

Do you want to reduce your reliance on paper? Going paperless is a common trend and we can help your business go green. In addition to configuring your forms to be sent via fax and email, we can help you set up distribution lists so specific people or departments at your customer's offices receive copies of specific documents. Documents include quotes, reservations, contracts, invoices, work orders and statements.

Integrating a Third-Party Vendor Invoice Workflow System

Is your workflow system in sync with your ERP? A growing company often has needs for increased approvals and controls. You may decide to integrate Wynne payables with a third-party system for workflow approval and document storage functionality. We have tools available to send and receive data from other systems to facilitate the process and are ready to help.

Using XML to Outsource Invoice Printing and Mailing

Is your growing business in need of outsourcing your invoices? Extensible Markup Language (XML) is a standard format facilitating the transmission of one or more invoices to an external system for delivery to your customers via e-mail or mail. XML generation can include standalone invoices, sales invoices, credit memos, summary invoices, reminder letters, interest invoices and more.

Restructuring the G/L Accounts and Distributions to Improve Reporting

Are you having difficulties producing monthly financial reports because of your current system setup? Wynne can help by applying analytics accounting tied to your chart of accounts to allow you to produce the right report for each audience. Alternatively, we can help redesign the GL structure for the demands of today.

Integrating Electronic Customer Payments with Cash Receipts

Does your business receive electronic payments from customers? Wynne can help process these payments using industry standard protocols to automatically match payments to invoices.



RentalMan Add-Ons

There are a variety of features that can be added to the base RentalMan product to make it more powerful and configured to address your business needs. These features augment functionality to your base RentalMan ERP solution.

Reporter

This package lets you create reports and dashboards that are adapted to your company's business model. You can create either your own single use queries or repeatable business critical reports of key performance indicators (KPIs). Reports can be scheduled to run at predetermined periods and pushed to your team members. The reports are produced in multiple formats including PDF, XML and CSV. Wynne's professional services team can create reports and dashboards exclusive for your company.

Enhanced User Interface

Create custom access to tasks based on the role within the company. This allows different user login screens and access for different roles, for example a counter person's view would be different than your management's view. This simplifies the use of your software and makes it more intuitive for new users.

Hosting

Host your application at a secure data center and get away from hardware and operating system maintenance. Wynne takes on the responsibility and headache of managing, upgrading and maintaining your servers. Hosting will also provide enterprise level high availability (HA) and disaster recovery (DR) solutions.

Customer Portal

Allows your customers to access their account information from any browser. They can see what equipment is on rent, request a termination, view equipment availability, understand job costs and even pay invoices with credit cards.

Intra Portal

Intra Portal is specifically designed for your outside sales team to access customer information. Any employee can use it to access customer information from any browser. Users can view customer invoices, contracts, equipment on rent and equipment availability. Reports can be run and emailed to your customer directly from the web application.

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Group System Tools

Manage and standardize your data across multiple companies. You can create consistent records, naming conventions, category classes, system configuration, security and more centrally. Group System Tools pushes data from a control company to one or more member companies.

Integration Architecture

Integrate your data with other critical business solutions to provide seamless access to all your systems. Simple web service APIs integrate your data with other software including your Customer Relationship Management (CRM), telematics, financial and other systems. Use of these web services help make upgrades safe when there are connections to third party systems.

Job Management

The Job Management module is a project management tool that allows you to create a budget and track costs for your large-scale projects. Track equipment, labor and consumable usage and as well as create flexible billing throughout the life of the project. You can report on project costs and margins, and there's even security to control what managers can approve.

Mobile Solutions

Mobile solutions can increase efficiency by allowing field sales representatives to look up customer information, check inventory and create opportunities on their mobile devices. Equipment movement can be accounted for with time, date and geo-coded photos that are stored at each phase of the rental. Drivers get turn by turn directions, can send their ETA to the customer, record equipment condition and collect signatures at pick-up or delivery.

Tracker

The Tracker application keeps track of the issues and returns of your onsite tool inventory. The application allows you to scan barcode labels on your equipment and merchandise. Employee's identification cards issued by their company, or yours, are scanned to capture exactly who is taking out what equipment. This system is used at remote sites, temporary locations and in industrial facilities where high volume and high accuracy is expected by your customers.

Asset Advisor

Asset Advisor is a web-based application that allows your organization to plan and manage fleet sales and purchases as part of your revenue planning process. The application allows you to view information about your entire rental fleet and to make



planning decisions about which equipment to buy, sell, or transfer in the coming planning period.

Planning requires you look at each piece of equipment you own and determining how profitable it is. Both time and dollar utilization are measured and compared to get a true picture of the inventory you have and the profitability of each piece of machinery in each location. There is also the vital information regarding the cost of maintenance of each asset that you can use to determine if you should sell off or move under-performing inventory, and/or buy additional high performing equipment.

Web Tools

Web Tools is a suite of efficiency applications for accountancy and sales operations. These tools were developed with simplicity in mind. For instance, the toggling of a single parameter on an equipment record instantly displays the asset on your website with relevant sales information, or uploading several rows of journal entries to your general ledger or multiple vendor invoices requires nothing more than selecting a spreadsheet from your PC. The Web Tools suite includes batch uploads and downloads for journal entry, AP invoices, hierarchy, price lists, price agreements and users.

Credit Card Processing

Wynne can process your credit card transactions in an EMV-compliant fashion with our partner National Merchant Alliance (NMA). From swiping the cards at the counter or keying them during transactions, to closing the drawer at night, having a fully integrated solution simplifies the entire process.

Vertex

Vertex provides sale and use tax rates to make keeping up with rate changes and regulation changes in North America out of your hands. Vertex can also provide a reporting module which will assist you with your regulatory reporting requirements for sale and use taxes.

Forms

FormTastic® is used to create custom designed forms, checks, and barcode labels to create your public facing documents. Customize your forms to include your specific brand information and details.



RentalResult Add-Ons

There are a variety of modules and tools that can be added to the base RentalResult product to make it more powerful and help us to address your business needs. These add-ons create additional business benefits on top of your existing RentalResult solution.

Reporter

This package lets you create reports and dashboards that are adapted to your company's business model. You can create either your own single use queries or repeatable business critical reports of key performance indicators (KPIs). Reports can be scheduled to run at predetermined periods and pushed to your team members. The reports are produced in multiple formats including PDF, XML and CSV. Wynne's professional services team can create reports and dashboards exclusive for your company.

Job Site Portal

The Job Site Portal is specifically designed to let large construction, engineering and utility companies access mission-critical information online. They can requisition equipment, check on the progress of their contracts and on rent assets, and interact directly with their data to arrange for pick-ups, generate customer service queries, manage damage claims and check on servicing and calibration data.

Mobile Apps Integration

Mobile apps add an entirely new dimension to your business but they also require process changes to integrate them into your workflow and to take advantage of the speed and efficiency they bring. Wynne has a suite of mobile apps which can be added into your system deployment to reduce double entry and administrative work and maximize your real-time processing.

Build Your Own Mobile App

If you would like to build your own mobile apps or e-commerce platform then Wynne can provide you with the web services tools to allow you to build your own add-on solutions. Web services are delivered in the REST platform with secure data management to ensure that data moves seamlessly in and out of your core ERP with complete data integrity protection.

Hosting

If you'd like to get away from hardware management, you can host your application in a secure data center. Our hosting option provides a scalable, secure and managed alternative to on premise hosting to reduce your risk of costly downtime.



Conclusion

The Wynne team is ready to help you take advantage of the nuances of your software. We have a team of seasoned professionals that are eager to help tailor your ERP software to meet your business needs and improve efficiency.

Please reach out to your trusted contact at Wynne or email us at marketing@wynnesystems.com for any professional services support or to add on additional features or functionality. We are happy to discuss the options and provide additional details.



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