



INDIGO
intelligent supply chain solutions



Indigo Customer Conference 2008

Welcome

	Donington Suite	Rufford Room	Kelham Rood
2:00	<p>Agrokor's state of the art Warehouse (Ref: IC8005) Tomislav Marenic - Director of Manufacturing Companies Applications Department, Agrokor ICT</p>	<p>Version 8 Enhancements (Ref: IC8004) Darren Baxter, Operations Manager, Indigo Simon Parnaby, Product Manager, Indigo</p>	<p>Interactive Warehousing Demonstration (Ref: IC8006) Eric Carter, Managing Consultant, Indigo</p>
Stream 1	<p>Agrokor are the largest private company in Croatia and an extensive user of System21 throughout their business. Hear from Agrokor, on how they have built and automated their new -25c Warehouse, including the use of RealTime as the hub for integrating Bizerba weigh scales, SSI Concertina Racking and RFID floor monitoring. This challenging project was successfully delivered in very tight timescales - hear the story directly from Agrokor themselves.</p>	<p>With the recent launch of Indigo's new packaging and delivery strategy, come and hear from Indigo's Product Manager about the latest functionality to be incorporated into RealTime and released in Version 8. In addition to the latest enhancements, a summary will be given of enhancements delivered in prior releases (SP4, SP5 A1.1, etc).</p>	<p>As an established user of Interactive Warehousing, you may be currently on an older release of the software. A significant amount of new functionality has been added over recent years which is now available to all customers under our new Version Release Strategy, all without the need to upgrade to the latest version of System21. Take a look at the very latest version of Interactive Warehousing and see what new function you could make use of and plan your upgrade now.</p>
3:00	<p>Glen Dimplex Home Appliances Taste Success in Stoke (Ref: IC8008) Mr J.M. Colley MBA, Head of IT, Glen Dimplex Home Appliances</p>	<p>Version 9 (2009) - hear and influence the potential enhancements (Ref: IC8007) Darren Baxter, Operations Manager, Indigo Simon Parnaby, Product Manager, Indigo</p>	<p>Perpetual Inventory and Marshalling Demonstration (Ref: IC8009) Eric Carter, Managing Consultant, Indigo</p>
Stream 2	<p>With the challenge of delivering resource driven paperless warehousing for both floor bulk storage and conventional racking, Glen Dimplex Home Appliances implemented RealTime in their custom built 440,00sqft Warehouse in Trentham Lakes, Stoke. Hear from Jonathan Colley of GDHA about the successes of this project and the business benefits that Glen Dimplex are now enjoying with Indigo's Perpetual Inventory and Marshalling modules.</p>	<p>Version 9 is targeted for release in Q2 2009. Each year, Indigo seeks to invest further in relevant new functionality as well as maintaining compliance with System21. To ensure Indigo incorporate the most popular enhancements, you will be given a preview of our current thinking as well as the opportunity to provide feedback and enhancement requests.</p>	<p>Within the last 2 years, Indigo have added the PI and Marshalling modules to work alongside Interactive Warehousing. These modules have proven very popular and are currently delivering very fast Return on Investments to customers. Hear and see how the key functionality in these modules can bring benefits to your own business.</p>
3:45	<p>RFID Briefing (Ref: IC8011) Chris Lea, Pre Sales Support Manager, Intermec Technologies UK Limited</p>	<p>New Action Panel Workshop (Ref: IC8010) Darren Baxter, Operations Manager, Indigo Simon Parnaby, Product Manager, Indigo</p>	<p>Warehousing Hints & Tips (Ref: IC8012) Eric Carter, Managing Consultant, Indigo Malcolm Davies, Warehousing Consultant, Indigo</p>
Stream 3	<p>Keep abreast of where the latest technology is and how it applies to the Supply Chain and Warehousing. RFID proffers much as a technology to assist the Supply Chain, yet has been constrained by the slow adoption rates of major retailers and EU legislation. Hear the latest information to enable you to position the potential futures of RFID within your own business.</p>	<p>As the key dashboard into the Warehouse when using Interactive Warehousing, the action panel is your window to activity and priority management. As part of Indigo's continued investment in development of RealTime, a new Action panel has been commissioned to improve usability, visibility and functionality. This workshop will ask for your ideas and input to the new action panel.</p>	<p>This session will be providing a range of suggestions to make the running of your Warehouse and RealTime smoother and more effective. If you are keen to gain more value out of your implementation of RealTime with improvements to your practises and processes then this is the session for you.</p>



4:50 - Donington Suite

System21 Futures Strategy -- Steve Rees,
System21 Senior Product Manager, Infor Global Solutions

Hear from Infor's System21 Senior Product Manager about the future strategy and product direction for Infor ERP System21. This will include a product development update along with positioning of how the wider Infor strategy can complement and bring value to System21 users.



7:00 - Southwell Suite

Drinks, Dinner, Prize Draw & Entertainment

Enjoy good food, have a gamble at our casino night, but more importantly socialise with your fellow users of RealTime, in a relaxed and convivial atmosphere. The evening is open to all attendees, so even if you are not staying over at the hotel, please come along and enjoy the night.

Attendees will be eligible for a prize draw to win a fantastic driving experience around the Donington Park circuit. 4 lucky winners will get to drive the 400bhp, V8 Ferrari 360 Modena, with 5 runners up getting a high speed passenger ride in a Lotus Elise.

ICC 2008



We are here to:-

**Inform, Listen
And Entertain**



- Webex's of all sessions available on the Indigo web-site. WiFi available.
- Attendees list in pack – if you would like any introductions, please ask any Indigo member of staff.
- Infor & Intermecc well represented.
- Session schedule in packs, note repeating.



INDIGO

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Indigo Strategy and Business Update

Peter McLane

IC8001

Our Core Purpose



..... Strive for the highest Customer Satisfaction, whilst maintaining long term sustainability through competent staff who enjoy their work.

Key Values



- **Reliability**

- Deliver the expectation we set and Deliver robust solutions.

- **Integrity**

- Remain open & honest, be respectful.

- **Competence**

- Take Ownership & show Leadership with passion

- **Caring**

- A real desire to support customers and colleagues

Customer Satisfaction Survey



Indigo Customer Satisfaction Survey

Autumn 2006

This is Indigo's first Customer Survey of this type and I would like to thank the 47% of customers who responded, your time and effort is appreciated. Customer Satisfaction is heralded within Indigo as the most important measurement within our organisation, so I am delighted to report that we have achieved an overall satisfaction rating of 80%. I do believe that this is attributable to the attitude we adopt, which in turn is a reflection of the core values that Indigo live by, namely Reliability, Integrity, Competence and Caring.

Sharing the results of our Customer Satisfaction Survey is important to us; it allows us to recognise our achievements, while demonstrating our commitment to work openly on further improving our products and services.

This survey has given us valuable insights into our successes and failures and will now form the basis of bettering our products, services and support with a clear ambition this year of improving our satisfaction rating.

I would like to also thank all those within Indigo who's hard work had made this result possible.

Peter McLung
Peter McLung
Managing Director

Autumn 2006 Customer Satisfaction Survey

We asked our customers to rate our service on a scale of 1 to 10, on twelve measures of satisfaction relating to our products, service and support.

We also asked customers to rate our performance against our four core values as these are central to our efforts to deliver high customer satisfaction. They are **Reliability, Integrity, Competence and Caring** and have been prominent in the way we seek to behave for over 30 years.

This year's successful results, we maintain our aim to further improve performance, particularly in the areas of adhering to deadlines.

Below show an average score for all the satisfaction criteria.

Value	Score
Reliability	7.9
Integrity	8.0
Competence	7.9
Caring	8.4
Adhering to deadlines	8.2
Product Development	7.7
Software Quality	8.0
Project Leadership & Ownership	8.2
Package Software Quality	8.2
Bespoke Software Quality	8.2
Adherence to Deadlines	8.2
Invoicing & Administration	8.2
Communication	8.2
Overall Satisfaction	8.0

Autumn 2006 Customer Satisfaction Survey

Customers' Comments	The Results
"I have been very pleased with the service from the project team" David Neary Delum Group Ltd	Project Leadership & Ownership This is a key attribute for our consultants looking to add value to projects. 7.9
"We use Indigo as an example of good software providers" Caroline Redman Orbiter King	Package Software Quality RealTime is developed in close cooperation with the Systems21 Product Centre and delivered with the same architecture, standards, language, database and authentication codes as Systems21 ensuring that RealTime can continue to be regarded as an additional module of Systems21 and not an interfaced or integrated application. 7.5
"Believe a development team on your product would be beneficial" John Rafter Glen Dimplex UK	Product Development As part of Indigo's commitment to the development of RealTime for Systems21, during 2005 and 2006, we have placed great emphasis on bringing new products to market to significantly strengthen our competitiveness against best of breed WMS's. 7.8
"Bespoke work we have got from Indigo is very robust and of an extremely high quality" Jo Anderson Rahbekkes A/S	Bespoke Software Quality Bespoke software has the attraction of being tailored precisely to your needs and requirements, and can integrate seamlessly with your existing software. Therefore, we put the greatest emphasis on quality assurance and guarantee the high quality of every single application we develop. 8.0
"Have been late a couple of times but have been returned of day" John Starbun Glen Dimplex UK	Adherence to Deadlines This is a key satisfaction driver and we are dedicated to improve on deadline performance. 7.5
"Your staff are some of the friendliest people"	Invoicing & Administration During 2006 we invested in a Management Information System, as a result, customers will see a significant improvement on our Invoicing and administration processes. 7.9
"On the whole, satisfied with all aspects of service we receive from Indigo, but in particular the quality of the project management during our upgrade to Aurora"	Communication Indigo prides itself on the friendliness and helpfulness of its entire staff. 8.3
	Overall Satisfaction Indigo strive for the highest Customer Satisfaction, whilst maintaining long term sustainability through independent staff who enjoy their work. We aspire to achieve Delighted Customers as the Mission Critical, Supply Chain Software solutions marketplace. 8.0

Customer Satisfaction Survey



Overall satisfaction up from 81% (2006) > 82% (2007)



You're in Good Company



- The two Key Activities within Indigo are :-



And



You're in Good Company



20
Years



16
Years





RealTime, the Infor choice to Automate S21

- Authored to only work with System21
- Delivered with System21 Authorisation codes, developed in RPG, part of the System21 database and written to the same standards as System21.
- Only complements System21, doesn't replace modules.



The Indigo – Infor Partnership

- Infor's Global System21 Warehousing and Data Capture Partner
- Infor's System21 RFID development partner.
- One stop shop, hardware & System21 Warehousing module
- Customer contract for Software and Services with Infor

You're in Good Company



16
Years

Intermec Hardware Technology



Truck Mount Terminals



Hand Held RDT's



Cordless Radio Scanners



Portable PC's



Wireless Radio Networks



Fixed Radio Data Terminals



Truck Mount Terminals



Quality Barcode Printers



Wireless PC LAN's



Intermec, Indigo's choice to deliver technology

- The world leader in Industrial ADC equipment
- Consistently delivered the full range of ADC devices and technologies.
- An RFID technology Leader.

Indigo Software Recent New Customers





RealTime Product Development

- Annual Investment
 - Compliance with System21 and your Customers.
 - Deliver the latest technologies : Terminal emulation, Voice, iSeries, RFID, Networking...
 - New capability and functionality into existing modules.
 - New modules based on demand
- Annual investment on Product Development is 15%

Infor Product Strategy

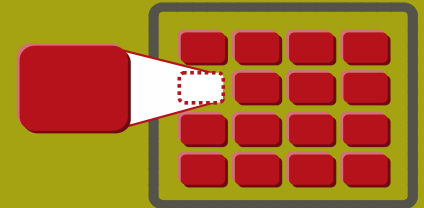
Enrich

Enriching existing Infor solutions



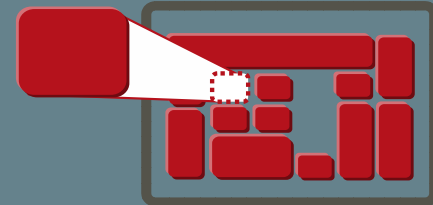
Extend

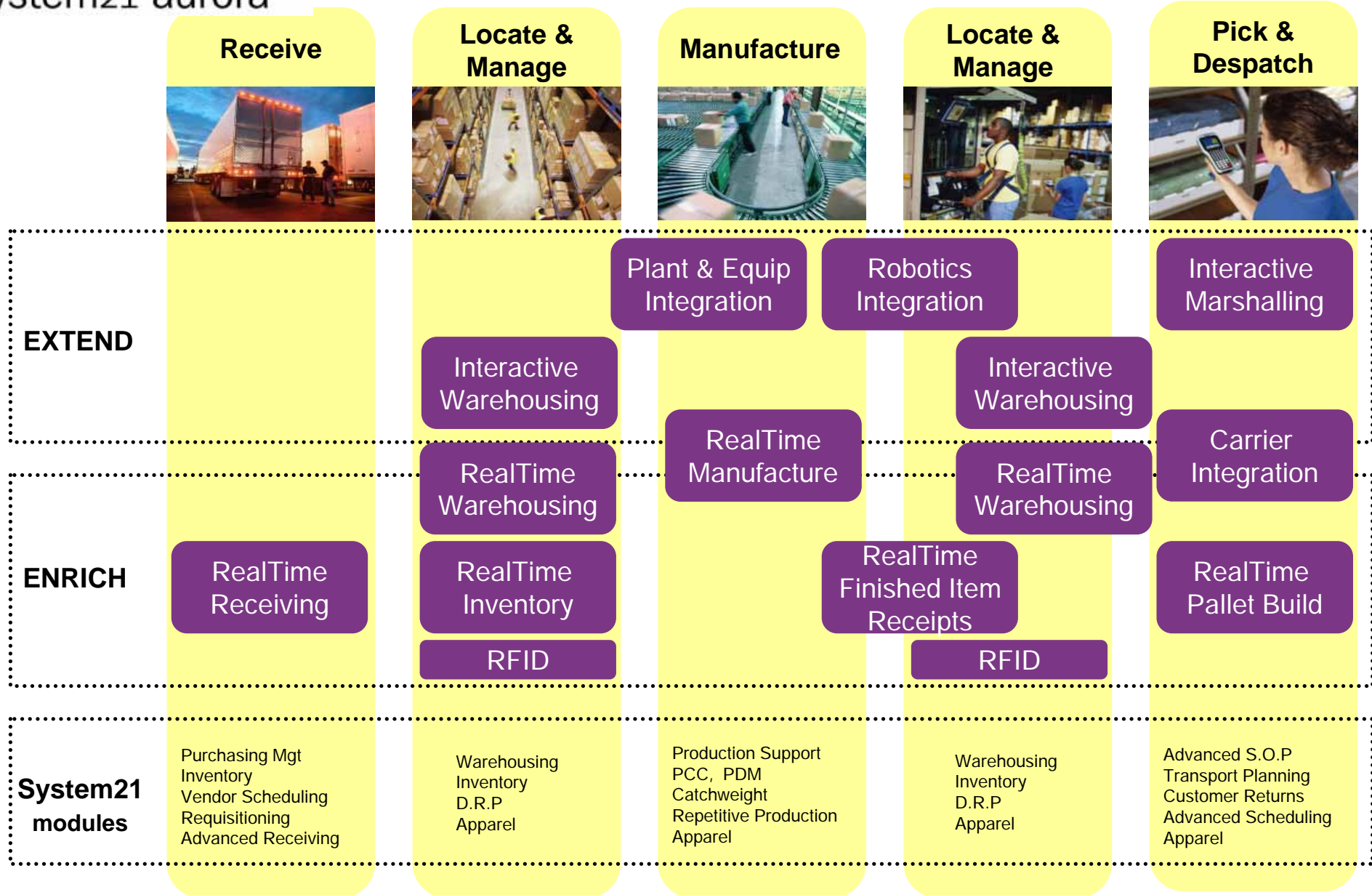
Extending the Infor solution footprint

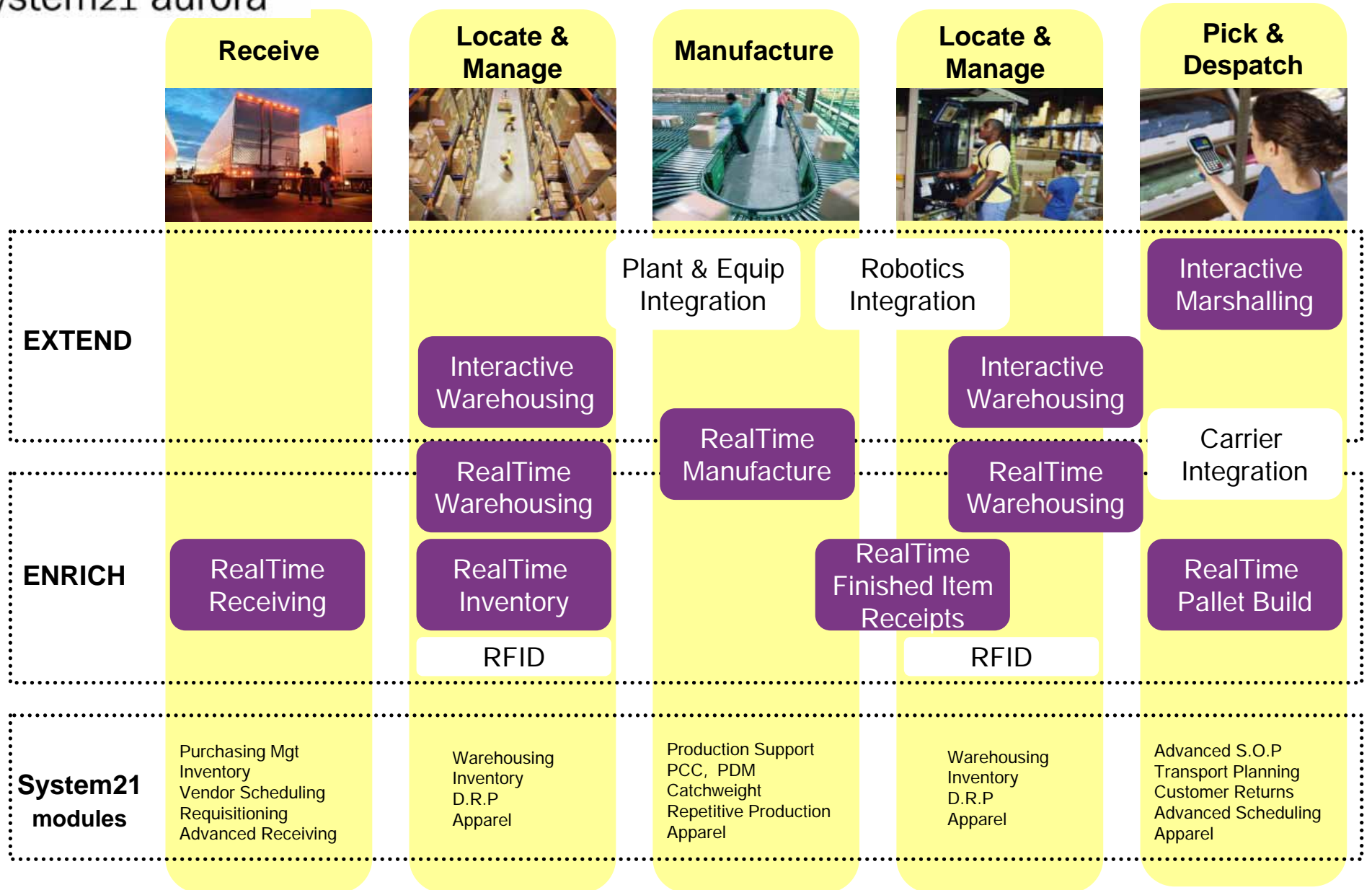


Evolve

Innovative new solutions









New Packaging Strategy



- Today we launch Version 8. In 2009, Version 9. Annual Releases.
- Compatible with all versions of System21 since SP2, including A2.3
- Upgrade to the latest RealTime Version without an Aurora Upgrade.
- Version 8 will be a traditional upgrade with likely full bespoke reapp.
- Version 9 will ship as a 'PTF' upgrade, requiring only selective reapp.



Statement of Direction

Voice Picking

Indigo will incorporate Voice Picking into RealTime, based on 'Hybrid' data collection, namely transactions with concurrent Voice, barcode scanning and keypad entry.

Probably Version 10.

Intermec CN3 Hybrid Voice, Scanning and Keypad.





Statement of Direction

RFID

1. Indigo will deliver any required 'Retail Compliance' demanded of you, as when and if it occurs.
2. Today, Indigo are skilled and certified to carry out RFID projects. Keen to find work, however, RFID typically fails to prove an ROI within the Warehouse, only in the wider Supply Chain.



Statement of Direction

Apparel Convergence

Currently RealTime has separate a variant for the Apparel marketplace. With a growing marketplace and the focus that Infor are placing on Apparel sales in Asia, Indigo will, in Version 9, converge the generic and Apparel version of RealTime into one version. This will overnight give the RealTime Apparel functionality a boost.



Newly Commissioned Action Panel Re-write

To deliver the most effective window into your Warehouse, Indigo have commissioned the development of a brand new 'Action Panel'.

To be available in Version 9.

Come to the workshop to input your views.



V9 - Scheduled for release in Quarter 2, 2009.

- We aim to make the new functionality as relevant to your business as possible.
- Come to the breakout to hear the longer list of possible functions and help to steer us towards functionality that you would like to see in RealTime.
- A 'PTF' upgrade from Version 8.



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Indigo Strategy and Business Update

Thank You