

# MIS APPS

TECHNIQUE > MIS

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# MIS solutions for print

## ABOUT TECHNIQUE

Technique customers are some of the world's most successful publication, commercial and direct marketing print companies, across more than 20 countries and 4 continents.

The company was established in the UK in 1995 and is a leading provider of ERP / MIS software solutions to the printing industry. Today, Technique also has offices in Chicago and is represented in Spain and the UAE.

Technique has a significant advantage as our products and services have been developed in close consultation with end users in major printing companies.

This is further strengthened by our policy of employing professionals from the printing industry with a wealth of experience who understand both IT systems and best practices in print.

Technique makes printers more effective and profitable: automating processes and eliminating waste. The system is easy to use and quick to implement.

All the applications are multi-site, multilingual, and multi-currency.

A modular approach allows users to select only the appropriate components for their type of business, and then integrate them with existing business systems to deliver a complete, focused and effective MIS solution.

Technique products are JDF certified and have won a CIPPI award for best process automation improvement.





# CRM



Customer-centric views of information including estimating and complaint management.

- > Instantly view significant information about a customer/prospect in a single screen including enquiries, estimates and orders
- > Group by and sort customer/prospect lists
- > Securely add file attachments against customers and contacts
- > Access full customer/prospect history
- > Lookup customer activities
- > Maintain competitor information

In addition to the main application, the following modules are available:

## COMPLAINTS MANAGEMENT

Full suite of functionality for the handling and resolution of complaints including:

- > nature of complaint
- > why it occurred
- > root cause
- > remedy taken
- > costs incurred

## CRM MOBILE MODULE

Generic mobile version of the CRM specifically for non-Apple mobile platforms including Blackberry, Android and Windows Phone.

If a mobile device is lost or stolen, the IT department can relax, as the built-in security ensures that no company or sensitive information is compromised. The mobile CRM is not just for the sales team, it can be used by any customer-facing members of the organization.





# Sales Enquiries



Incorporates quotation status, tracking and prioritization.

- > Full status tracking of the enquiry progress and ability to display quotations
- > Analyze enquiries by market sector, company, salesperson etc.
- > Report on key performance indicators such as conversion rates and opportunities.

In addition to the main application, the following modules are available:

## ONLINE MODULE

The module provides a number of key sales functions:

- > Submission - add new enquiries
- > Status - track status of outstanding inquiries including estimator info
- > View produced versions and quotations
- > Attach files to the enquiry to help the estimating process
- > Update the chance of conversion to build pipeline reports

## ADDITIONAL USER LICENSES

Further licenses are available to meet the needs of the user base.





# iTechnique



## Interactive mobile access across the entire Technique MIS suite for mobile Apple devices

iTechnique is a completely new mobile management information system (MIS) and executive reporting tool running on iPhone and iPad as a native App.

Utilizing cloud technology all significant information can be made available securely to staff where ever they are which promotes agile decision making and complete awareness in the company.

Rather than being a 'light' browser link with view only access, iTechnique is a fully fledged application with the ability to create and update information. Being a native application allows an amazing user interface experience together with the power of offline storage.

Any forward thinking print organization should have a mobile strategy on how best to embrace the readiness of the technologies available.

iTechnique perfectly embodies the combination of the hugely popular iPad and iPhone with cutting edge software that empowers printers to do their job more effectively, providing better customer service and increasing profitability.

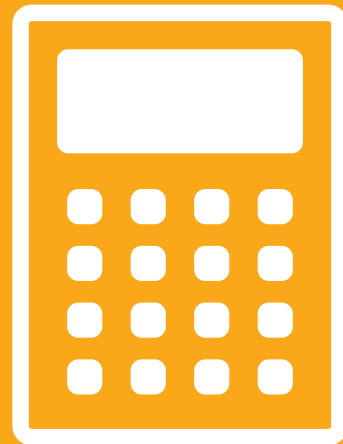
iTechnique empowers everyone in the company to be more efficient using:

- > CRM - Companies, Contacts, Notes and Activities \*
- > Sales Enquiries - Quotes
- > Estimating - Re-pricing
- > Production Scheduling - Gantt job view
- > Orders - Full status of every job
- > Data Collection - Live shop floor view
- > Business Intelligence - Interactive drill-down reporting

The iTechnique App is completely social media aware including Facebook, Twitter and LinkedIn.

\* offline operation syncs data and needs no online connection  
This App requires a valid installation of the Technique MIS 5x software.





# Estimating



A revolutionary system with a unique, route based calculation engine, dramatically improving the performance of a commercial department.

- > Offers extremely fast quotation production utilizing a revolutionary route calculation engine
- > Multi-site estimating, showing production routes across the organization pulling together all sections of a job at a common bindery location
- > Significant increase in the volume of quotes, improved turn-around times and allows more time for complex quotes and bid packages
- > Allows inexperienced users to prepare detailed, production-ready proposals in seconds

In addition to the main application, the following modules are available:

## CONTRACTS MODULE

Allows contract price matrices to be compiled from any estimate and used as a pricing structure for work based on those contracts.

## ONLINE QUICK-PRICE MODULE

Using browser technology and the Estimating engine, this module allows any user to get a price in seconds for custom specifications of new jobs.

## ONLINE CONTRACT-PRICE MODULE

This module allows users to get a price for jobs based upon price lists in seconds.

## CONTRACTS FORWARD PLAN

Allows key dates and events to be copied forward, keeps delivery and packing details between issues. All information directly updates into Production Scheduling.

## COMMISSIONS

Ability to calculate sophisticated commission payments to sales staff and agents. These amounts can also be utilized in the calculation of Estimates.

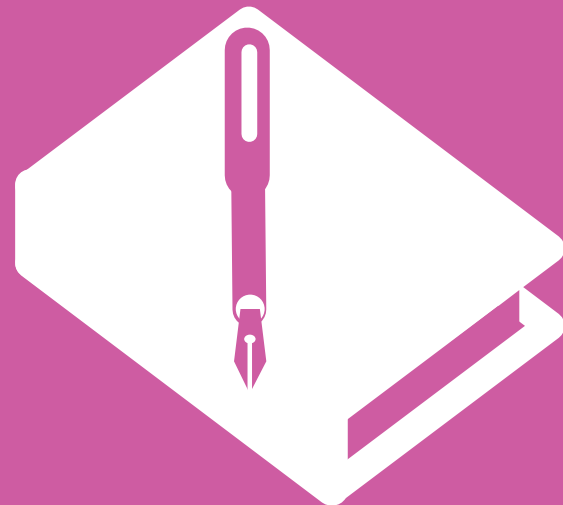
## OUTWORK PROCUREMENT

Automates the task of getting pricing from selected outworkers by allowing them to see specifications of jobs and components in the 'Outworker Portal'. From here outworkers can enter pricing that can be seen by the Estimating team.

## ADDITIONAL USER LICENSES

Further licenses are available to meet the needs of the user base.





# Order Management



Order intake process, job ticketing and production planning, which allows tasks to be assigned to any resource in the organization.

- > Traffic light system for quick overview status of live jobs
- > Electronic issue of job ticket and paper requirements
- > Automatic generation of order confirmation and sales invoice
- > Automatic notification of changes to job specification

In addition to the main application, the following modules are available:

## LAYOUT CONTROL MODULE

The ability to display imposition layout information of printed routes.

## INVOICING MODULE

Functionality to produce detailed commercial and contract based invoices.

## ONLINE ORDER TRACKING MODULE

The facility to track order progress including critical milestones and deadlines.

## JDF GENERATION

Ability to generate JDF files straight from the Order details. A good example is job create directly into a JDF compliant prepress system.

## CSR CHECKLIST

Build templates of job types with critical events lists allowing them to be applied against jobs. The event lists provide a visual aid for CSR's and flow through to Scheduling.

## DISPATCH IMPORT

Facility to import complex dispatch instructions easily and simply using a structured import method. Insert information directly into Order Management.

## ADDITIONAL USER LICENSES

Further licenses are available to meet the needs of the user base.





# Production Scheduling



Multi-dimensional graphical production scheduling with capacity analysis and key event/progress indicators as well as plan vs. actual display.

- > Simple to use with similar look and feel to a manual scheduling board
- > Simultaneous scheduling of resources with overdue, overloaded, locked and critical path warnings
- > Powerful event tracking functionality with ability to view readiness of data, paper, plates etc.
- > Effective 'what if' scenarios to see effects of new equipment or business
- > Ability to plan human resource requirements, particularly useful in finishing environments
- > Full reporting including available capacity, sold hours, run lists and actual performance

In addition to the main application, the following modules are available:

## EVENT TRACKING

Functionality to provide visual tracking of key production events.

## ONLINE VIEW MODULE

Provides live visual of the latest schedule, live production, and key planning events.

## SHOP FLOOR VIEW MODULE

Provides real-time feedback from Data Collection systems in terms of copies, waste and estimated finish time for example. Visually displays planned v actual performance real-time.

## AUTO SCHEDULING

Used in scenarios where large numbers of components are being produced. Optimizes the schedule for the best flow of jobs through production, allowing complex jobs to be planned easily.

## ADDITIONAL USER LICENSES

Further licenses are available to meet the needs of the user base.





# Business Intelligence



Analytical reporting tools that allow quick, simplified access to key information on which to improve business performance.

- > Match dashboards to Key Performance Indicators in the business
- > Real-time displays allow business leaders to take immediate action
- > Technique security model ensures sensitive reports stay private
- > All reporting and selection delivered through web browser
- > Uses Technique standard multilingual technology

In addition to the main application, the following modules are available:

## DYNAMIC REPORTING

Quick access to well structured reports with dynamic drill-down functionality providing visibility of trends and rapid access to the detail as needed.

## EXECUTIVE DASHBOARDS

A collection of real-time dashboards and score cards across the key areas of the business.

## SUBSCRIPTIONS

Easy configuration for users to receive selected reports at timed intervals using e-mail and other modern delivery methods.

## CUSTOMIZATION

Built-in report builder allows users or IT staff to create bespoke reports and make changes and re-publish existing reports.

## COMMON INTERFACE

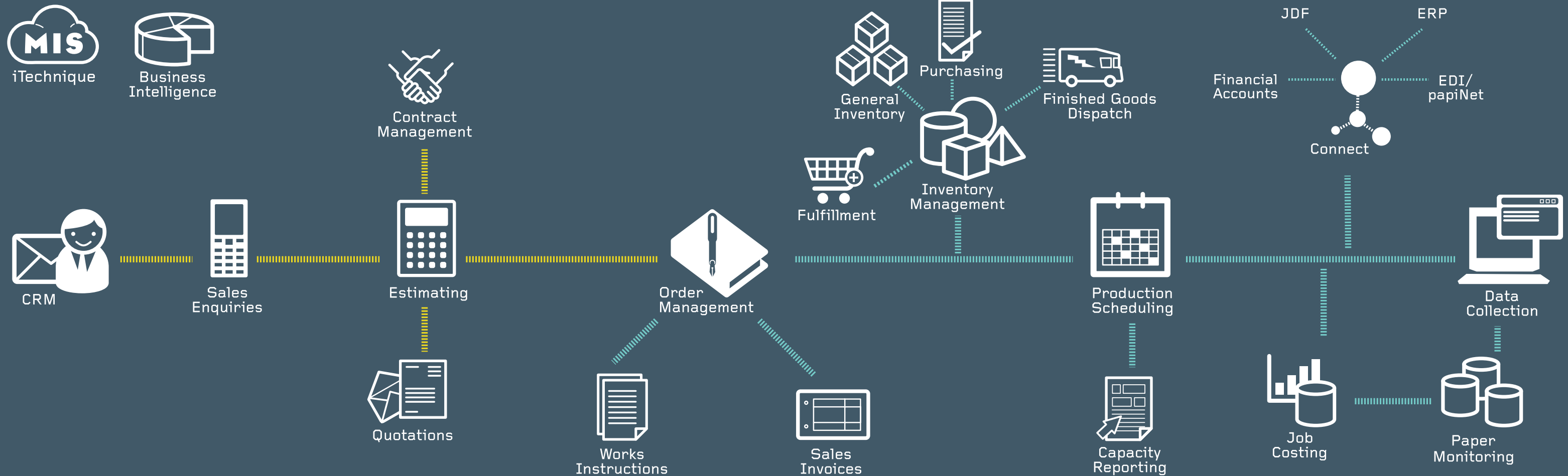
The Technique Business Intelligence suite can be connected to external data sources to provide a common view based on different data sources.



# Application Map

Technique offers a feature-rich set of modular products that encompass everything from web-based sales enquiries and ordering, to production scheduling and shop-floor data collection with sophisticated DMI.

Technique has a significant advantage as our products and services have been developed in close consultation with end users in major printing companies. This is further strengthened by our policy of employing professionals from the printing industry who understand both IT systems and print practices.





# Data Collection



An integrated generic data collection system for all cost centers. Monitors job performance and helps reduce waste and downtime.

- > Direct job loading from Technique Scheduling and Estimating
- > Real-time planned v actual in scheduling allows better decisions
- > Provides electronic job bag to eliminate errors from out of date information
- > Monitors all prepress, presses and finishing resources
- > Simple, clear operator screens, with standard layouts for all applications
- > Production, downtime, shift, material and job reporting available as standard
- > Workflow tracking and pallet management

The following systems are available:

## ADVANCED

Full DMI (Direct machine Interface) for all production resources featuring automated machine, operator and job performance, WIP pallet production, down-time integration, automated feeder monitoring, multi-delivery count control, ink consumption, on-line job ticket.

## STANDARD

DMI solution with automated machine, operator and job performance, WIP Pallet production, on-line job bag, down-time integration and standard I/O.

## LITE

DMI for smaller resources features automated machine, operator and Job performance.

## BASIC

Non-DMI based production equipment, manual performance available.

## SIMPLE

Solution allows the collection of production information from simultaneous jobs often used in prepress and simple finishing operations.

## PAPER MONITORING

Paper monitoring system that can be added to an Advanced DC system on a Web press to monitor the quality and weight of paper.

## PLANNED PREVENTATIVE MAINTENANCE

Sophisticated preventative maintenance application allows full process tracking of maintenance tasks and delivers true 'total lifetime costs' of equipment.





# Inventory Management



Stock control system incorporating requisitions, authorizations, purchases, receipts and consumption of materials.

- > Full paper inventory management
- > Paper and inserts tracked and consumed by roll or skid with full audit
- > Paper and inserts tracked and consumed by roll or pallet/disc with full audit
- > Multi-site, multi-tier location management of materials
- > Ability to produce roll labels and track returns with claim facility
- > Report on usage, aged stock, returns, adjustments and valuation

In addition to the main application, the following modules are available:

## GENERAL INVENTORY MODULE

Procurement and stocking of general inventory items or services, from plates to outwork requisitioning.

## FINISHED GOODS MODULE/WIP/ DISPATCH

Location management and tracking of work in progress and finished goods items using bar codes. Organization of finished goods into discrete dispatches. Automatic delivery notes and update of finished goods inventory.

## INVENTORY SCAN MODULE

Module designed for Windows Mobile barcode scanning device utilizing WiFi connectivity. Enables greater efficiency in the warehouse and on the factory floor with real-time data exchange for queries, receipt, movement and consumption of materials.

## FULFILLMENT

Online product ordering system allowing clients to order their products from stock and create replenishment orders.

## ADDITIONAL USER LICENSES

Further licenses are available to meet the needs of the user base.





# Job Costing

Provides an integrated, standardized job costing system that facilitates costing and profit variance analysis.

- > Allows input of labor, materials, sundry and revenue including allocation of revenue against fixed and variable overheads
- > Provides real-time costing data to Order Management for live picture of job performance
- > Provisions can be allocated for materials, revenue and sundry items
- > Work in progress, audit, sales analysis and costing reports
- > Simple, clear operator screens, with standard layouts for all applications
- > Tracks all estimated costs against initial order to provide in-depth estimated v actual analysis
- > Highlights where profit was made/lost and how Estimating standards should be adjusted for the future



In addition to the main application, the following modules are available:

## DATA COLLECTION IMPORT MODULE

Provides ability to import, validate, translate and automatically input hours, copies, ink and paper usage directly from press and bindery data collection systems.

## PREPRESS IMPORT MODULE

Ability to integrate to a JDF compliant prepress system and apply all labor, material and extra charges against existing jobs.

## ORDER MANAGEMENT INTEGRATION MODULE

Introduces the concept of cost of production for full visibility for commercial and production staff. For example highlighting the cost of moving a job to alternative equipment are shown instantly without having to go back to Estimating.





# Customer Portal



Quick, secure and easy access for customers to view the progress of quotations, inventory, create / update orders.

- > Provides a single interface over all of the applications for simple point and click access to key information
- > Displays progress of external systems including prepress activities
- > Use "what if" tools to calculate invoice total from agreed contract price lists
- > Information organized into logical groups

In addition to the main application, the following modules are available:

## ENQUIRIES MODULE

Ability for customers to submit requests for quotation on-line and receive formal quotations after the Estimate has been produced.

## QUICK PRICER MODULE

Allow customers to submit requests for quotation on-line and receive quotations back on-line within seconds.

## CONTRACT CALCULATOR MODULE

Ability for contract customers to choose existing contracts and use 'play and predict' tools to evaluate the costs of various permutations.

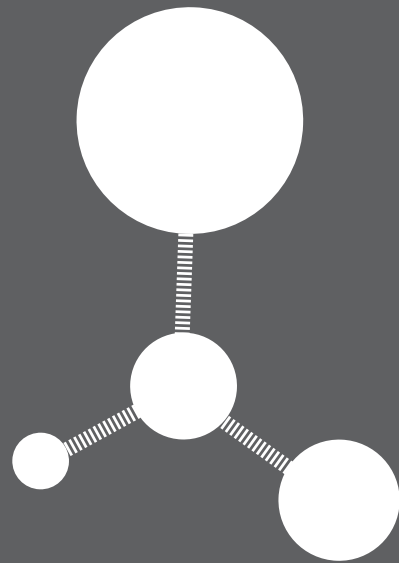
## ORDERS MODULE

Provide the facilities for customers to view key production information by job and add allow specification changes within pre-set tolerances.

## INVENTORY MODULE

Allow customers to view key production information by job and allow specification changes within pre-set tolerances.





# Connect

A connectivity application for electronic integration with other systems. A number of specific adapters are available for individual information exchange.

- > Established 'plug and play' adapters
- > Adapters avoid direct database connection and eliminate future upgrade schema change issues
- > Level of detail is user definable
- > Adapters can be configured for real-time synchronization
- > Status and audit trails of adapter operation
- > Adapters fully transparent to end users

Example adapters:

## JDF ADAPTER

Bidirectional communication providing the opportunity for full workflow interfacing from prepress, press and finishing with the Technique MIS Apps.

This adapter can also be used to interface Technique applications to other MIS systems.

## FINANCIAL ACCOUNTING ADAPTER

Ability to interface customers, sales and purchase ledgers to various Accounting suites.

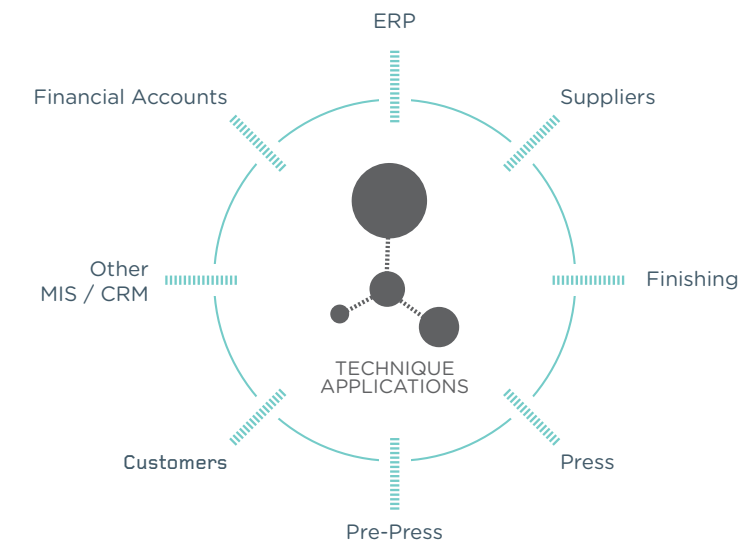
## PAPINET EDI ADAPTER

Exchange call off, goods received, usage and inventory change information electronically with paper suppliers.

## PRODUCTION SCHEDULING XML ADAPTER

Provides a very rich interface, which allows the import of jobs to Technique's Production Scheduling from third party systems. Also allows events to be set using simple XML messages.

*Custom adapters can be developed to requirements.*





# JDF

JDF adapter provides JDF and JMF connectivity to prepress, press and post-press equipment.

- > Provides one single interface across all of the applications for simple point-and-click access to key information
- > Eliminates redundant data entry, saving time and reducing errors
- > Ensures consistency of data (job names, job numbers, product descriptions)
- > Centralized tracking information of whole orders even if multi-site
- > Ensures the operator has up-to-date job details (not stale information on an out-of-date paper job ticket)
- > Allows fully automatic setup of jobs and machines



Example connectivity:

## PREPRESS

Prepress job creation (including layouts and versions). Real-time status monitoring of data receipt and pre-flight, page approval, plate making by section.

## PRESS

Job setup information for automatic make-ready, including scheduled start, make-ready and run time, net and gross count, paper details, etc.

## POST-PRESS

Job setup information for automatic make-ready, including scheduled start, make-ready and run time, net and gross count, feeder allocation, etc.

## PARTNERS



# Get in touch



Our dedicated team of specialists are available to provide demonstrations or answer any questions you may have regarding our MIS solutions.

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