Murano Corporation

Supply Chain Manager
FAQ

Simplify. De-Clutter. Focus.

FAQ
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Murano Corporation is a value chain integration company with a mission to implement LEAN best practices to reduce raw material waste and cost.

Murano Corporation's team consists of engineers who are single-mindedly focused on client satisfaction and experience. We offer the very best in terms of support and service in the industry as measured by response times, problem resolution, and customer feedback.

Our team prides itself in completing implementations faster than any of our competitors with the least amount of disruption.

Supply Chain Manager is designed by Supply Chain and Accounting professionals for their counterparts and NOT by a group of computer science engineers with no real-world supply chain and/or accounting experience.

Supply Chain Manager is one of the youngest ERP solutions in the US market and as a result was able to leverage tremendous recent improvements to move faster and design very intuitive solutions unlike its competition.

Finally, and most importantly, our primary goal is NOT just to help our customers adopt *Supply Chain Manager* but also to help them actually reduce waste and get them closer to **LEAN** by the use of advanced supply chain predictive intelligence. We are happy when our customers are happy and saving millions of dollars.
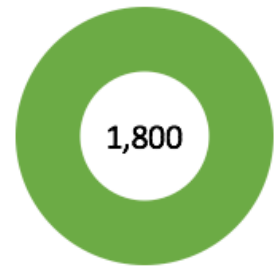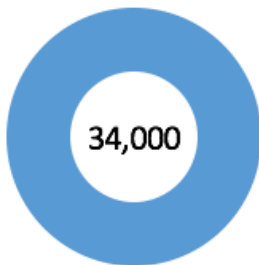
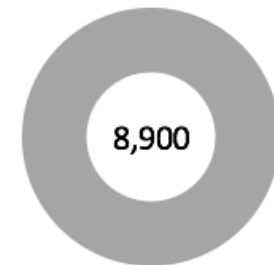**Honda South Carolina Supplier Metrics**

214 Days since Go-Live

11 Number of Users

1,800 Outbound ASNs

34,000 Containers Shipped

7,200 Outbound Scans

8,900 Inbound Scans

What type of Tech/Customer Service support do you offer?

Murano Corporation offers the following types of support for its multi-tenant cloud *Supply Chain Manager* product:

- Level 1 support – Client Advisor
- Level 2 support – Engineer
- Available On-site Go-Live Support for up to 4 weeks (additional charges apply)
- Phone support
- Email support

Do you offer an 800 # for help?

Customers can reach us during normal business hours at (919) 314-2896 and after normal business hours on the mobile numbers of your designated support person.

What is the structure of your support?

Our support staff is based in Research Triangle Park (RTP), North Carolina and are primarily native English speakers. They are also industrial engineering graduates from North Carolina State University or other North Carolina universities and colleges.

Are tickets entered into a system/recorded over the phone?

We recommend our customers send us emails with details on issues they are experiencing with screen shots and we will enter them into our internal issue tracking system for resolution.

What is the lead time on simple issues? (Passwords, login, small system bugs)

Simple issues are usually and most often resolved as quickly as five minutes or at most in two hours during normal business hours.

What is the lead time on a more difficult issue?

Typically, more difficult issues take as little as half a day to a week depending on the nature and complexity of the issue. More complex screen design changes may take longer (1 week or longer) depending on regression testing requirements.

Support

Who would be our point of contact?

Murano Corporation will designate a North Carolina based client advisor as your primary contact who in many cases will handle most of your cases by themselves or engage Level 2 support for resolution.

Can you provide any proof of your customer support?

Yes. We can provide references/testimonials upon request regarding our quality of customer support.

How is your data backed up? (Is it backed up point in time, or granular?)

Our primary servers are located at a data center owned by OnRamp (https://www.onr.com/) in Research Triangle Park (RTP), NC. These servers are backed up every half hour during business hours. Additionally, we have near real-time disaster recovery and replication with Amazon Web Services (AWS) infrastructure located in Virginia. If the primary data center fails, you will be notified to switch over to the AWS environment until the primary data center is back online.

What is your security for the "cloud"?

Access to our servers are controlled and limited to a small group of employees and contractors in Murano Corporation. All individuals with secure access have executed confidentiality agreements with Murano Corporation.

Our clients' data is protected by 7 layers of security:

- Layer 7 – Virtual Private Network (VPN)
- Layer 6 – IP Address Validation
- Layer 5 – User Credential Match
- Layer 4 – Encrypted Transmission (SSL)
- Layer 3 – Transaction Level Security
- Layer 2 – Field Level Security
- Layer 1 – Password Encryption
- Layer 0 – Secure Datacenter

Where is the data for the "cloud" stored?

Our clients' data is stored in Research Triangle Park, North Carolina at On Ramp data center and also at Amazon Web Services (AWS) data center in northern Virginia.

How many locations is the data stored?

Our clients' data is stored in 2 different locations: Research Triangle Park (RTP), North Carolina and Virginia. Periodically, our team also uses client data in development or test environments in our offices at 68 TW Alexander Drive, Suite 207, Research Triangle Park, North Carolina 27709.

Backup & Security

How are updates and maintenance performed?

Critical and urgent software updates are deployed after extensive regression testing after normal business hours.

Murano Corporation is constantly delivering enhancements to our customers and they are deployed during weekends after extensive testing. These enhancements include new reports and User Interface (UI) refreshes etc.

In both cases, Murano Corporation will provide detailed communication/updates to customers on software updates, enhancements etc.

How can modules be changed/added per seat?

User access/permissions will be handled by your locally trained *Supply Chain Manager* Administrator.

What is the break-down of your pricing?

Supply Chain Manager costs can be broken down into four parts:

- **Setup/Implementation Fees:** Covers requirements gathering, data cleansing/transfer, minor customization charges
- **Customization Fees:** Covers special requirements that are NOT part of standard suite and is specific to a customer. Examples include special labels, integration with external supply chain partners etc.
- **Supply Chain Academy Fees:** Covers user training on supply chain best practices and use of *Supply Chain Manager*
- **Monthly Subscription Fees:** Covers use of *Supply Chain Manager*, cloud infrastructure including data storage, on-going support, regular software updates, and nominal professional services of Murano Corporation's industrial engineers for process improvements.

Is it pricing per module?

Supply Chain Manager doesn't support pricing by module.

Can different seats have different modules?

Yes, but this is a security and authorization matter to be handled by a customer Supply Chain Administrator. See previous answer on pricing by module.

If one seat has more modules is their cost more expensive?

Supply Chain Manager doesn't support pricing by module.

Can you provide a pricing chart?

Supply Chain Manager prices are the most competitive in the industry and provide the highest value to our customers in terms of functionality and feature set, customer service and satisfaction, innovation, ease of use etc. Our consistent goal is to beat the highest expectation of our customers and deliver world-class value.

Pricing

Are you a reseller? Or is this your product?

Murano Corporation is **NOT** a reseller of another company's product. Murano Corporation is the sole owner of *Supply Chain Manager* and it is designed, developed, enhanced, and supported from Research Triangle Park, North Carolina. We are proud to call North Carolina our home!

What is the implementation cost?

Our implementation costs are extremely competitive and reasonable. Our implementation times are usually in days versus months and years for our competitors (assuming there are very few major customizations).

How are your reports generated/outputted?

Supply Chain Manager has over 100 standard reports and is part of standard functionality. It also has over 240 different transactions/screens that covers Finance, Sales, Purchasing, Manufacturing, and Human Resources. Most importantly, our clients are **NOT** expected to buy additional reporting software and if you have additional requirements please contact your designated Murano Corporation Client Advisor. Also, all reports are near real-time giving users the ability to analyze and study performance near real-time.

Can reports be imported/exported?

Yes, the reports can be exported to Microsoft Excel.

Can you quickly compare daily/monthly/yearly periods (sales, production, spending, other accounting needs)?

Absolutely, *Supply Chain Manager* has a plethora of sales, production, spending, and finance reports that provide trends, current weekly, monthly, quarterly, yearly, and lifetime data.

Supply Chain Manager also comes standard with extensive Spend Analysis capability to identify potential procurement cost savings via vendor consolidation, volume discounts etc.

Finally, and most importantly, *Supply Chain Manager* can **NOT** only help organizations and users detect trends but in certain cases can also predict and forecast key pieces of information using its advanced supply chain predictive intelligence engine.

Are viewing trends (growth, profit, sales) available?

Absolutely, detailed trend analysis of revenue and profit growth is standard functionality.

Can automated reports to be ran and sent out?

This is possible even though it will rarely be used or required in *Supply Chain Manager* due to an abundance of near real-time reports.

Can you create score cards on customers/jobs?

Custom scorecards that are NOT standard functionality can be easily developed and deployed based on user requirements.

Can you provide a PowerPoint/PDF's of accounting reports?

Yes. There are 14 standard accounting reports ranging from Financial Statements (Income Statement, Balance Sheet, Cash Flow Analysis, AR Aging, AP Aging, Account Balances, CFO Cockpit, Balance details etc.).

These reports are usually covered in detail during customer demonstrations.

Can you provide a list of Accounting reports?

See previous answer.

How do inventory items connect to the G/L?

Every inventory transaction or material movement except consignment and backflush has an automatic/mirrored General Ledger transaction. Inventory backflush journal entries are handled during Goods Receipt from Production (work orders).

Organization Chart

What is your customer base like?

Murano Corporation has a diverse customer base including customers from the automotive, food, and book publishing industry.

Can you provide a list of some of your customers?

Here is a sample list for your consideration:

- South Carolina based Honda Tier 1 Supplier
- Maryland based Organic Pet Food Manufacturer
- Georgia/Alabama based Honda Tier 1 Supplier

What is your business structure?

Murano Corporation is a North Carolina registered S-Corporation founded and owned by its President and Chief Executive Officer (CEO), Sree Rajagopalan.

How deep is your Organization Chart?

Murano Corporation's organization structure is 3 levels deep. There are two major groups: one focused on new business development and another focused on implementations and on-going support. Sree Rajagopalan currently heads both groups. New Business Development group consists of Chris Peters and Gerald Kopecky who are both veterans of the Enterprise Resource Planning (ERP) industry. Implementation and On-Going Support team is headed by Kiran Prabakaran who is an APICS certified Industrial Engineer Master's Graduate from North Carolina State University.

How many people can your business support?

Supply Chain Manager has no known limits for the number of concurrent users. Additional capacity can be easily added at both our primary data center and/or AWS due to an elastic cloud infrastructure.

What is a typical implementation timeframe for Supply Chain Manager?

- Murano Corporation's Supply Chain Manager implementations have ranged from 3 months to 15 months depending on size of the organization, requirements and data accuracy. Please contact us for a more precise timeframe.
- Supply Chain Manager can typically be implemented faster than the on-premise, legacy solutions due to reduced decision-making time and easier provisioning.
    - <u>Reduced Decision-Making Time</u>: Organizations no longer have to decide on hardware, software, employees, consultants and other underlying infrastructure required for an On-Premise solution
    - <u>Easier Provisioning</u>: Cloud Computing resources can be brought online considerably faster than On-Premise solutions like SAP and Oracle
- Implementation timeframe varies from organization to organization depending on following factors:
    - Functional requirements
    - Integration Requirements
    - Master Data Accuracy

Do you offer a CRM program?

Supply Chain Manager includes CRM functionality that is integrated with the rest of the ERP functionality/platform.

How are sales orders entered?

Sales Orders can be created four different ways:

1. **B2B Exchange:** Online Ordering by customers
2. **Spreadsheet Import:** Imported from pre-formatted Spreadsheets
3. **Electronic Data Interchange (EDI):** Consume and transform EDI 850 documents into Sales Orders automatically
4. **Configurator:** Amazon style shopping carts, visual experience, and ease-of-use.

How are work orders entered?

Work Orders (called Production Orders in *Supply Chain Manager* can be created three different ways:

1. **Automatic:** Saving Sales Orders with appropriate statuses can generate Planned Orders automatically
2. **Manual:** Create Planned Orders manually (not recommended)
3. **Bill of Material:** Create Planned Orders from Bill of Material screen automatically

Are work orders updated when sales orders are entered?

Yes, work orders are automatically generated from sales orders.

Are replenishments items automatically updated? Or mass updates offered?

Yes.

Do you offer an ERP program?

Yes. *Supply Chain Manager* includes a very capable ERP which can be used for one or more enterprises or organizations in an integrated fashion.

Can managerial approval routing for PO's be set? (Based on dollars/item #'s)

Yes.

Do you offer an Accounting system?

Yes.

Do you offer vendor quote/bidding?

Supply Chain Manager includes Request for Information (RFI), Request for Quote (RFQ), and Request for Proposal (RFP) functionality.

Do you offer Inventory Management?

Yes.

Do you offer a Payroll suite?

No.

Systems

Do you offer an HR Suite?

Supply Chain Manager has a very robust Recruit-To-Hire functionality that can track recruits comprehensively through employee process.

Do you offer a barcode system for reporting? (Receiving, building sub-assemblies, building finished goods)

Yes, *Supply Chain Manager* supports tablet scanners for material movements.

Do you offer sales force automation? (Enter orders online)

Yes.

Can your system link/work with nexus (sales tax)?

This feature is currently unavailable but can be developed for interested customers.

Do you offer any automation in vendor invoices/AP?

Supply Chain Manager has advanced accounts payable automation:

1. **Internal Controls Engine (ICE):** Advanced Fraud Prevention
2. **Two-Way/Three-Way Match:** Prevent Vendor Overbilling and Under shipping
3. **Evaluated Receipt Settlement (ERS):** Accounts Payable Payments based on Goods Receipt of Vendor Shipments (versus Vendor Invoices)

Customization

Can we customize wording/terms to fit our needs?

Supply Chain Manager was and is being continuously improved by senior APICS professionals who have worked many decades at various Fortune 500 organizations in the United States. As a result, its lexicon is intuitive and user-friendly. A supply chain or accounting professional will be functional in *Supply Chain Manager* within 4-6 hours of Supply Chain Academy training. So, most wording/terms will be acceptable to our US customer base.

Can we customize screens, or selections?

There is some flexibility to customize screens and selections and some screens are more flexible than others.

Can we customize reports/outputs?

Yes.

Supply Chain Academy

What type of training do you offer?

At Murano Corporation, we have realized that our customers are able to maximize their investment in *Supply Chain Manager* when they can combine Supply Chain Academy's best practices with hands-on software training. To this extent, Murano Corporation offers following types of training:

1. On-Site training (additional travel costs required)
2. Remote training
3. Pre-recorded training

Our website (www.muranocorp.com) also includes password-protected On Demand Virtual Training for our customers. We also host a few best practices webinars every month.

Some of the best and most valuable training comes from process/continuous improvement discussions with Murano Corporation's trained Industrial Engineers.

Are there classes, videos?

Yes, www.muranocorp.com has numerous online videos and classes. Murano Corporation also regularly provides virtual training during the first few days after go-live.

Is there an additional cost to training classes for new hires?

No.

Is there an additional cost to training classes for new/updated modules?

No.

Supply Chain Academy

Introduction to Supply Chain Manager

Course #: SCM 101
Prerequisite: N/A
Role: All
Description: N/A
Industry: Multiple
Duration: 1 day
Medium: In Person

Supply Chain Best Practices Education:

- Software Industry Trends
- Enterprise Resource Planning (ERP) Software
- Supply Chain Management (SCM) Software
- Supply Chain Manager: Convergence of ERP and SCM Software
- Integrated Enterprise
- Integrated Supply Chain
- Benefits of Integration
- Supply Chain Visibility
- Industry 4.0
- Blockchain
- Keys to Successful Implementation: People, Process & Technology
- Enterprise Search
- Integrated Workflow

Supply Chain Manager Hands-On Training:

- Introduction to Supply Chain Manager
- Supply Chain Manager Modules
- Supply Chain Manager: Tips and Tricks

Supply Chain Academy

Master Data Maintenance

Course #: SCM 102
Prerequisite: N/A
Role: All
Description: N/A
Industry: Multiple
Duration: 1 day
Medium: In Person

Supply Chain Best Practices Education:

- Product Classification/Taxonomy/Hierarchy
- Product Family
- Material Master
- Bill of Material
- Customer Master

Supply Chain Manager Hands-On Training:

- Organizational Hierarchy
- Business Establishments
- Create/Update Product Families
- Create/Update MRP Planning Control Group
- Create/Update Materials
- Create/Update Vendor
- Adjust Material Lead Times/Safety Stock/Lot Size to Influence Demand Planning
- Create Accounts

Supply Chain Academy

Course #: SCM 201
Prerequisite: SCM 101 & 102
Role: Demand Planner Materials Manager
Description:

- Overseas demand planning and management processes for finished and purchased products
- Develop and execute product demand plans to meet organization goals
- Collaborates with customers, suppliers, sales teams, and supply chain management to improve forecast accuracy

Industry: Manufacturing, Distribution
Duration: 3 days
Medium: In Person
Supply Chain Best Practices Education:

- Sales & Operations Planning
- Integrated Business Planning
- Materials Requirements/Resource Planning
- Available-To-Promise
- Capable-To-Promise
- Made-To-Order/Made-To-Stock/Assemble-To-Order
- Inventory Accuracy
- Quality Management
- Track & Trace
- Spend Analysis
- Lean Six Sigma/SS/Theory of Constraints/Value Stream Mapping/IATF 16949-2016

Supply Chain Manager Hands-On Training:

- Production Planning & Execution
- Raw Material Planning and Execution
- Days of Supply Planning
- Inventory Transactions (Goods, Receipt, Goods Issue, Inventory Transfers, Consignment)
- Cycle Counting
- Quality Management

Supply Chain Academy

Customer Order Management in Supply Chain Manager

Course #: SCM 202
Prerequisite: SCM 101 & 102
Role: Customer Order Management
Description: N/A
Industry: Manufacturing, Distribution
Duration: 1 day
Medium: In Person
Supply Chain Best Practices Education:

- Supply Chain Visibility
- Improved Customer Satisfaction in the Internet Age

Supply Chain Manager Hands-On Training:

- Creating and Processing Sales Orders
- Advance Ship Notices

Supply Chain Academy

Shipping in Supply Chain Manager

Course #: SCM 203
Prerequisite: SCM 101 & 102
Role: Shipping Coordinator
Description:

- Coordinate shipping of products to customers
- Validate shipments against customer orders
- Labeling, Containerization, Palletization per agree requirements
- Arrange transportation/logistics provider
- Update systems/collect paperwork

Industry: Manufacturing, Distribution
Duration: 1 day
Medium: In Person
Supply Chain Best Practices Education:

- Shipping Accuracy
- Metrics: On-Time/In-Full (OTIF)
- Bar coding
- Scans
- Advance Ship Notices (ASN

Supply Chain Manager Hands-On Training:

- Processing Deliveries
- Scan-To-Verify
- Labeling
- Generating Invoices/Master Packing List/Shipping Labels

Supply Chain Academy

Finance Manager Accountant

Course #: SCM 204
Prerequisite: SCM 101 & 102
Role: Finance Manager Accountant
Description:

- Responsible for purchased and finished item quality/processes/management
- Supplier Quality
- Management/Supplier Development

Industry: Manufacturing, Distribution
Duration: 2 days
Medium: In Person
Supply Chain Best Practices Education:

- Fast Close
- Close-To-Disclose Process
- Financial Metrics
- Data Driven Analysis and Decision Making
- Evaluated Receipt Settlement (ERS)
- Three Way Matching
- Internal Controls

Supply Chain Manager Hands-On Training:

- Creating/Reverse/Park Journal Entry
- Periodic Processing
- Close Period
- Analytics
- Forecasting/Budgeting
- General Ledger (Standard and Custom Chart of Accounts)
- Accounts Receivable
- Accounts Payable
- Dunning
- ERS in Supply Chain Manager

Supply Chain Academy

Quality Management and Supplier Development in Supply Chain Manager

Course #: SCM 205
Prerequisite: SCM 101 & 102
Role: Quality Management/Supplier Performance
Description:

- Responsible for purchased and finished item quality/processes/management
- Supplier Quality Management/Supplier Development

Industry: Manufacturing, Distribution
Duration: 2 days
Medium: In Person
Supply Chain Best Practices Education:

- IATF 16949:9001
- Lean Six Sigma
- Theory of Constraints
- Value Stream Mapping
- 5s
- Supplier Minimal Process Requirements
- Scrap Disposition Process
- Quality KPIs

Supply Chain Manager Hands-On Training:

- Quality Management
- Scrap Disposition Process
- Supplier Quality Performance and Continuous Improvement