

Manhattan MORE™

Manhattan's Optimized Roadmap to Excellence

Manhattan delivers value through more than software

Selecting industry-leading software from Manhattan Associates puts you on a proven track for success. After all, every Manhattan solution is built on Manhattan's acclaimed Supply Chain Process Platform. And each solution is grounded in strategic R&D investment, shaped and validated by customers like you serving on our Product Councils.

Software is just one part of the success equation. For the greatest impact, we offer more.

Our platform-based approach

At Manhattan, we think differently about supply chains. **Platform Thinking™** is the core approach infusing our technology, principles and practices—and the driving dynamic that is optimizing many of the world's most well-run supply chains.

- We offer people with real-world expertise to help you achieve your business goals and return measurable value.
- We offer specialized services readily available to streamline implementation, augment internal resources, solve any problems that arise, and manage change.
- We offer access to an extensive network of partnerships and industry experts to accelerate your success.

Get more value and results from your supply chain software

Get both with **Manhattan MORE™**—Manhattan's Optimized Road to Excellence.

This comprehensive approach surrounds Manhattan software with expertise and enriched services to optimize your supply chain at every touch point. Manhattan MORE teams deliver broad-based industry perspectives, best practices, specialized product knowledge, planning, execution, training and education, on-call assistance, and much more.

Manhattan MORE entrusts your goals to people who have handled some of today's most complex supply chain challenges. All are dedicated to bringing you more service, more expertise, and more value. All are eager to help you gain a compelling business advantage through supply chain excellence.



How do you get more from Manhattan?

Our **Customer Excellence Lifecycle** helps you achieve and maintain supply chain excellence. It leverages Manhattan software, expertise and enriched services in a high-touch, ongoing relationship between you and Manhattan experts.

“Manhattan’s business isn’t creating supply chain software; it’s creating supply chain leaders. Our culture of commitment makes customer success our central focus. What excites us most is working side by side with companies who know the supply chain is a strategic asset, and seeing them employ Manhattan MORE to make a real difference in their businesses.”

Pete Sinisgalli
President and Chief Executive Officer
Manhattan Associates

The Customer Excellence Lifecycle encompasses three crucial steps:

- In the **Engagement** phase, Manhattan experts assess your current environment and your business goals and challenges. Our team will show you the potential returns on supply chain investments and help you build a sound strategy. We create a project roadmap that shows you where to start, how to “right size” your resource commitments, and how to achieve results quickly.
- The **Deployment** phase is a systematic, enterprise-wide approach for assimilating all components of Manhattan MORE. Our teams guide you through four stages— design, build, prepare and deploy. This phase puts you on the same path that has achieved success for more than 1200 customers worldwide.
- The **Adoption** phase delivers ongoing training, account management, change management and support services as your business evolves. These market-leading services ensure that people, processes and protocols stay aligned for continuous excellence.



Manhattan’s Optimized Roadmap to Excellence

Industry-Leading Expertise

“Manhattan Associates understood our business, and its expertise in the direct-to-consumer, retail and wholesale industries made it the low-risk choice. We felt we had a long-term partner for our long-term strategy.”

Mike Sparks
Director of Supply Chain Systems
Urban Outfitters

Account Management

“There is no substitute for the level of service Manhattan account managers provide. We are the customers’ advocates. We build ongoing personal relationships with the decision makers. When we know what your plans are and what you want to achieve, we can help you identify the best options and get the most value from your supply chain solutions.”

Amy Moore
Account Manager
Manhattan Associates

Support

“The benefit of working with Manhattan isn’t just having robust, flexible software. It’s that their product keeps maturing and getting better and better.”

Joe Hults
Distribution Center IT and Support Manager
ABC Fine Wine & Spirits

Services

“If they hadn’t worn Manhattan shirts, you’d swear they were Vera Bradley’s own team.”

Cindy Goheen
Warehouse Supervisor
Vera Bradley

Technology

“Part of our job is to help customers reduce the total cost of ownership for our products. By delivering on our platform strategy, we’ve simplified the customer’s implementation experience and user adoption while reducing ongoing costs. That has tremendous appeal to CIOs who are trying to move their businesses forward with limited budgets.”

Rob Thomas
Vice President of Research & Development
Manhattan Associates



Training

“Manhattan’s Education Services Organization was the backbone to our implementation success. They provided a wealth of knowledge up front that we otherwise would not have.”

Papa John’s

Partnerships

“Our strategic relationship with Manhattan helps the customer combine the three key ingredients of a successful implementation: the customer’s expertise in its business; Fortna’s industry expertise and best practices; and Manhattan’s industry-leading software supported by outstanding people. In our experience, the result is a faster road to more benefits and higher ROI.”

Patti Satterfield
Vice President Marketing & Business Development
Fortna Inc.

Hardware

“Having one person to contact for any issue is a huge advantage. We didn’t have to call a support line and re-explain the issue to a manager or call the hardware vendors. The single point of contact saved us time and allowed us to talk directly with people who knew our configuration and issues.”

Kenny Kawaguchi
Assistant Manager, Parts Division
American Honda

The components of Manhattan MORE magnify the value of your software investment and build a long-term business advantage

Industry-Leading Expertise

Manhattan Associates has more than two decades of expertise working with the most complex, high-volume supply chains in the world. The people who serve you are seasoned professionals, usually with 10 or more years of supply chain experience. Manhattan's Supply Chain People® continually earn high compliments from our customers for their industry experience, deep expertise, and commitment to bring sustainable value to every engagement.

Services

With each new customer, Manhattan is embarking on a multi-decade partnership. It's our responsibility to ensure that we provide a framework for our customers so that the right resources are focused on creating a foundation for success. Manhattan RPM™: Results-driven Performance Methodology is the facilitating process within Manhattan MORE for driving excellence in all aspects of customer engagements. It ensures phased, systematic and measurable adoption.

Technology

Regardless of your technology environment, Manhattan supports you with industry-standard technologies and unmatched experience. By approaching supply chain technology with our Platform Thinking™ focus, we offer a unified approach that guides everything we do.

Hardware

Manhattan OneSource™ provides a single point of contact for your supply chain infrastructure, for installation, and for integration with existing systems. This approach enables you to manage all aspects of your project—from equipment procurement to training—with just one provider.

Partnerships

Manhattan's collaborative partnerships with industry leaders add unique expertise to ensure our customers achieve their supply chain goals. Manhattan Value Partners™ bring added value through industry or technical specialization. Manhattan GeoPartners™ sell and implement solutions in specific areas around the world, adding their localized expertise to customer engagements.

Training

Manhattan MET™: Method-based Education & Training is a flexible, hands-on training program that uses a tailored approach to accelerate user adoption across your organization. MET includes responsive, relevant training for software implementation, process development, daily operational procedures and change management strategies.

Support

Manhattan's Customer Support Organization provides on-site assistance, ongoing services and remote, comprehensive system support. Think of this team as your ROI advocates: Long after adoption, these experts continue to work with you in achieving your strategic goals. Their expertise helps you reduce the total cost of ownership and increase the ROI from your supply chain solutions.

Account Management

Manhattan customers view their account managers as trusted advisors. Your account manager will keep you in touch with product development and industry trends—and coordinate our team's ongoing efforts to help you optimize your supply chain.



Manhattan's Optimized Roadmap to Excellence

The Manhattan Difference:

Supply Chain People Thinking Differently About Supply Chain

Our Focus

We've earned recognition as The Supply Chain People® for a reason: We think differently about supply chain. Manhattan's 'think-tank' is unmatched in both staff resources and collaboration with the best minds in business, industry and academia. By identifying and applying the latest advances in supply chain know-how, we generate proven, real-world results for business. Manhattan professionals and our "Human IP" have gained global recognition as the gold standard in supply chain expertise.

Our Platform Thinking™ Perspective

We believe a platform-based approach is the optimal way to manage supply chain complexity to generate greater advantage and value for business. Platform-based supply chain solutions deliver the operational flexibility, visibility and cross application optimization business executives need without compromising the total cost of ownership controls that technology and financial executives demand.

Our Proof

More than 1200 companies globally, representing many of the world's best-known brands, leverage Manhattan solutions to advance their supply chain leadership. For two decades, our platform-based approach to supply chain optimization has helped companies worldwide achieve measurable efficiencies such as optimally calibrated service levels and costs, improved utilization of labor, space and assets, and balanced tradeoffs between transportation and inventory costs.

Manhattan Associates is committed to developing supply chain solutions that foster environmental stewardship.

Learn more about Manhattan Associates and our solutions:

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 **Manhattan**
Associates.

The Supply Chain People®