

Applying Enterprise Social Collaboration in Aerospace and Defense Manufacturing

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Agenda

What is Enterprise Social Collaboration (ESC)?

ESC – Why is it needed now?

Importance of Embedded Social Enterprise

Applying ESC to A&D Manufacturing

Closing

About Epicor



What is Enterprise Social Collaboration?

What is Enterprise Social Collaboration?

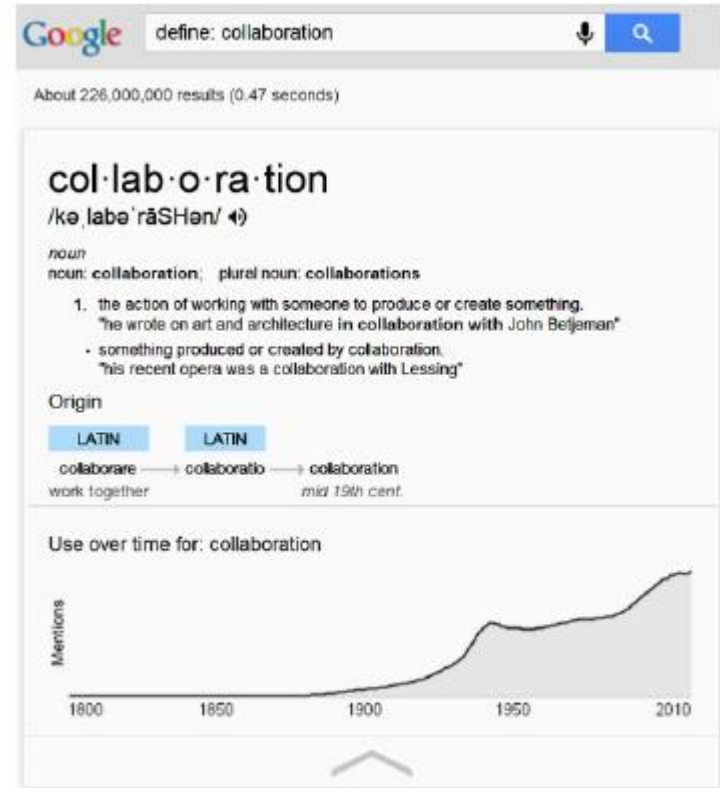
“Enterprise Social Collaboration (ESC) is the business use of ESC platforms to foster increased teamwork and knowledge sharing for the purpose of improving business outcomes.”

“ ESC platform is a secure and compliant integrated software environment designed to transform the way data and institutional knowledge are shared, in order to enable more effective team collaboration.”

Source: Aberdeen Group, December 2013

Collaboration

According to Google, the use of the term “collaboration” is at an all-time historical high, with 229 million results in Google Search.



Source: Google.com

ESC – Why is it needed now?

Enterprise Social Collaboration

Why is it needed now?

Top Business Drivers:

- ❑ Growing number of remote workers
- ❑ Need to implement a more dynamic way to connect the organization
- ❑ Access to information
- ❑ Need to be more innovative to remain competitive
- ❑ Lack of communication and teamwork negatively affecting productivity

Source: Aberdeen Group, December 2013

Embedded ERP Social Enterprise Tools versus Ad Hoc

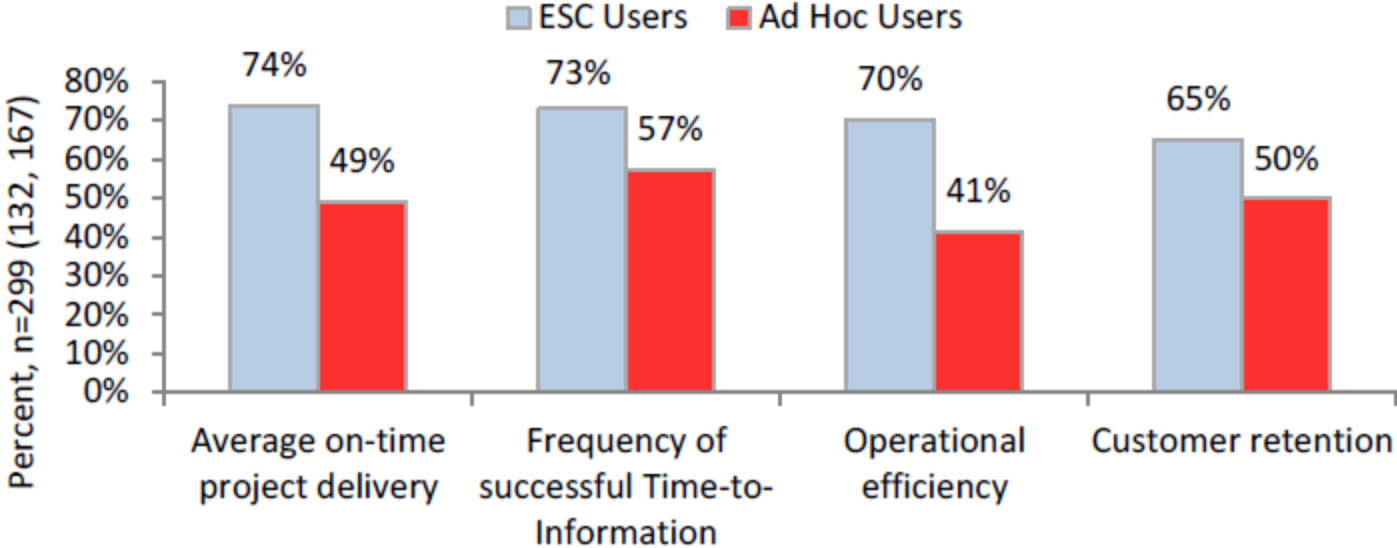
- ❑ Communications taking place outside the ERP system
- ❑ Capturing knowledge
- ❑ Structured Information

Enterprise Social Collaboration version Ad Hoc

The Collaborators' Advantage

It is ultimately by measuring the quantitative impact of ESC on business performance that its real benefits become clear.

Figure 5: Current Performance Comparison



Source: Aberdeen Group, October 2013

Collaborator's Advantage

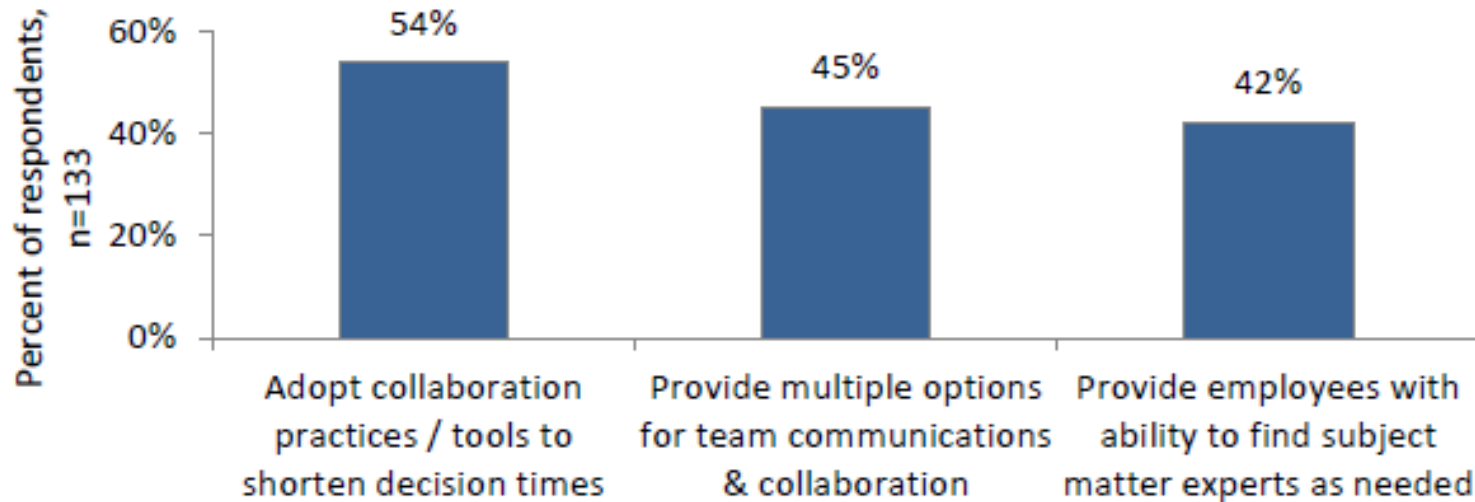
Figure 1: Collaborator's Advantage: Y-o-Y Performance Change



Source: Aberdeen Group, September 2013

Top Business Collaboration Strategies

Figure 1: Top Business Collaboration Strategies



Source: Aberdeen Group, September 2013

Identifying Collaborations Business Value

- Timely information Access
- Operational efficiency
- Customer-centricity



The background features a large, light gray pyramid shape on the right side, with a grid pattern of squares overlaid on it. The pyramid is oriented with its base at the bottom and its apex at the top. The grid pattern consists of squares of varying sizes, some of which are slightly offset or overlapping, creating a sense of depth and movement. The overall aesthetic is clean and modern, with a focus on geometric shapes and patterns.

Importance of Embedded Social Enterprise

Importance of Embedded ESC Technologies

- ❑ Company business taking place through social media tools
- ❑ Impacts on productivity
- ❑ Security and access to company data

Importance of Embedded ESC Technologies

- ❑ Impact of the retirement of the baby boom generation
- ❑ Sharing of Information
- ❑ Drive lean improvements

Applying ESC to A&D Manufacturing

Why should the Aerospace and Defense Industry implement Enterprise Social Collaboration?

- ❑ It may be already happening in the organization in an informal way
- ❑ It is an ageing industry and knowledge capture is a dire need to address attrition risk
- ❑ To meet the expectations of the millennial generation
- ❑ To support global and distributed workforce engagement
- ❑ To locate and tap expertise in the extended enterprise

Why should the Aerospace and Defense Industry Implement Enterprise Social Collaboration?

- ❑ To have a secure platform for collaboration and traceability
- ❑ To accelerate collaboration on projects
- ❑ To support training
- ❑ For increased innovation
- ❑ For branding and differentiation

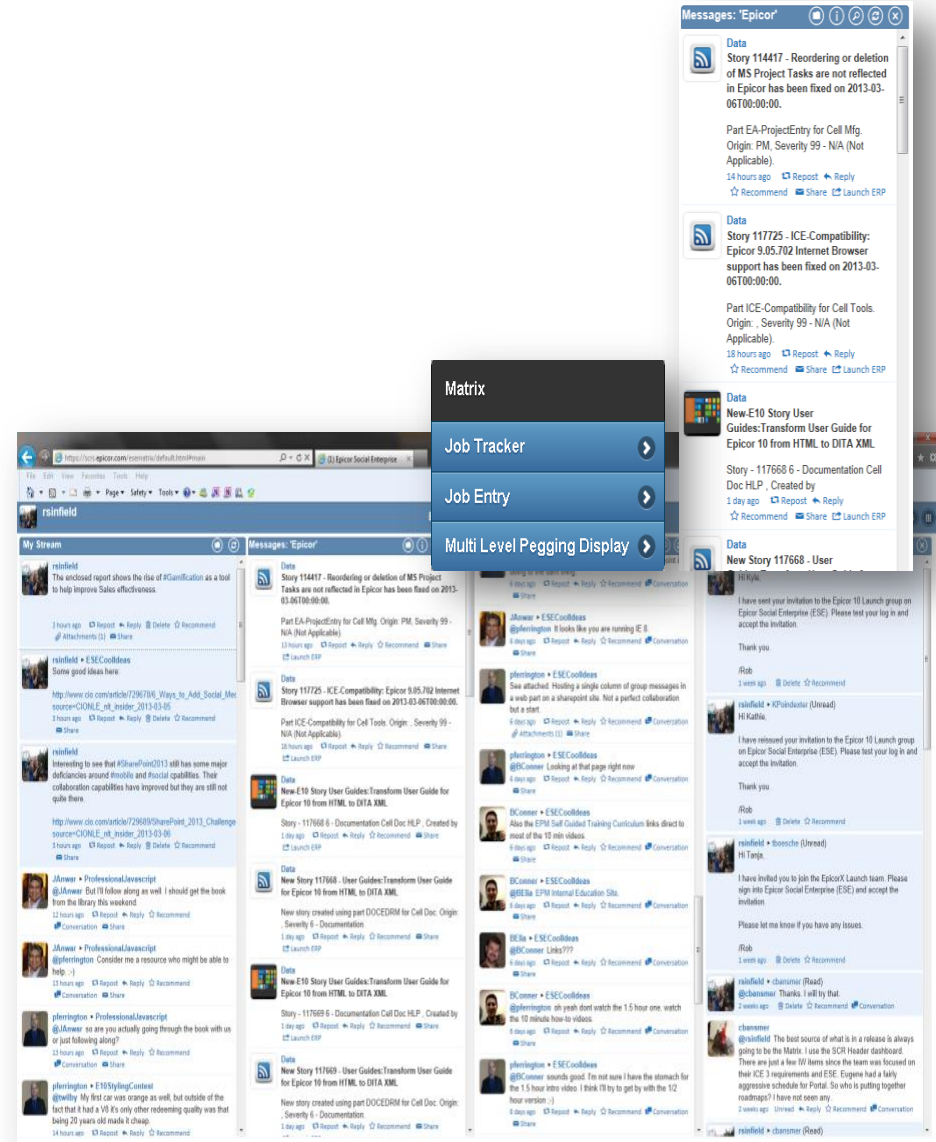
Easier To Collaborate

Enterprise Collaboration

- Is an embedded information network designed to support information exchange across your business
- Allows cross-company/cross-departmental collaboration bringing social media concepts and contextual information together in a single tool

ERP Notifications (Activity Streams)

- Data notifications posted to the social enterprise message stream
- Messages displayed automatically in your My Stream column
- Action allows the user to open your ERP application based on the object selected.



Steps to ERP Embedded Social Enterprise

Simple Collaboration

ESC used as an Enterprise Social Network

- Facilitates group conversations and discovery.
- Allows an organization to tap into hidden information within the organization, that is experience, knowledge and know-how.
- Engaging across multiple groups in the organization will hopefully remove the boundaries between teams and reduce the number of separate information islands in the organization.

Notification

Subscribe to data or business object in your ERP

- Social Enterprise can be configured to provide user-configured notifications when something of interest changes in your ERP.
- Going beyond what is typically available with BPM workflow, with ESC you can bring in other users, work on documents or collaborate with external parties to share knowledge, exchange information and help to solve a problem.
- All the discussions and results are available in-context within your ERP.

Crowd Sourcing

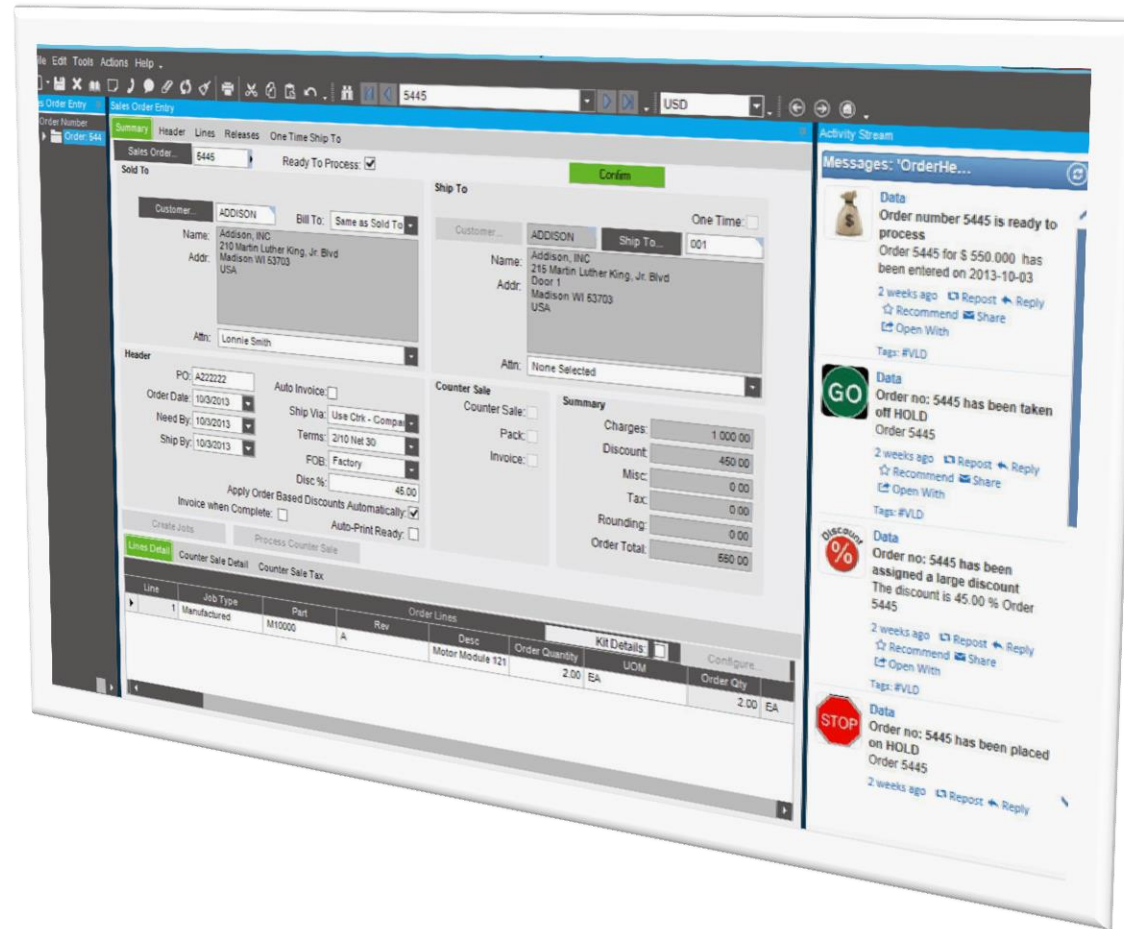
Build, retain and mine knowledge within the organization

- Social Enterprise can be installed early in an ERP implementation and used to exchange information and build knowledge.
- As the ERP implementation progresses the tribal knowledge about use within the organization is built and refined.
- This information is available for search and discovery.
- May include a level of gate-keeping and the ability to tie knowledge to help and forms to provide wiki-style dynamic help.

ESC in A&D Manufacturing: Follow an entity/object

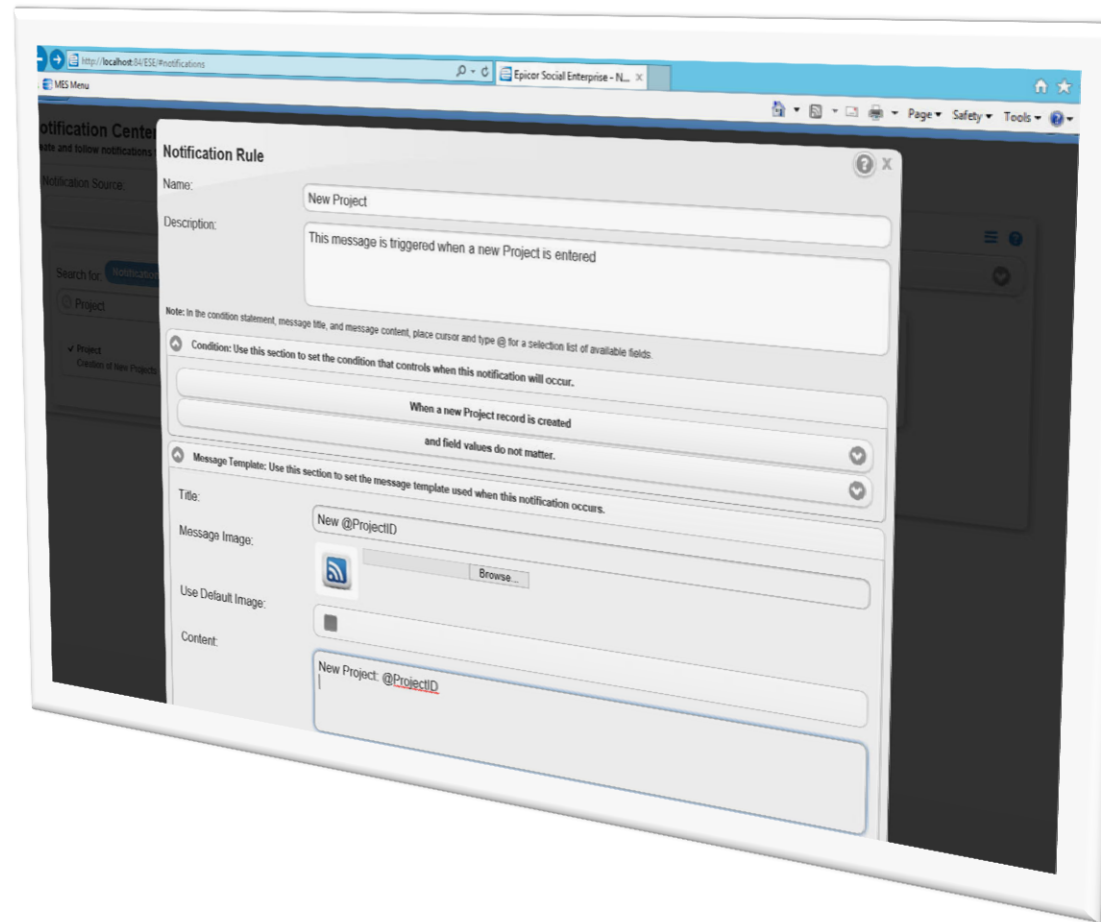
□ See everything about the entity in one place

- In-context
- On-demand



ESC in A&D Manufacturing: Notifications

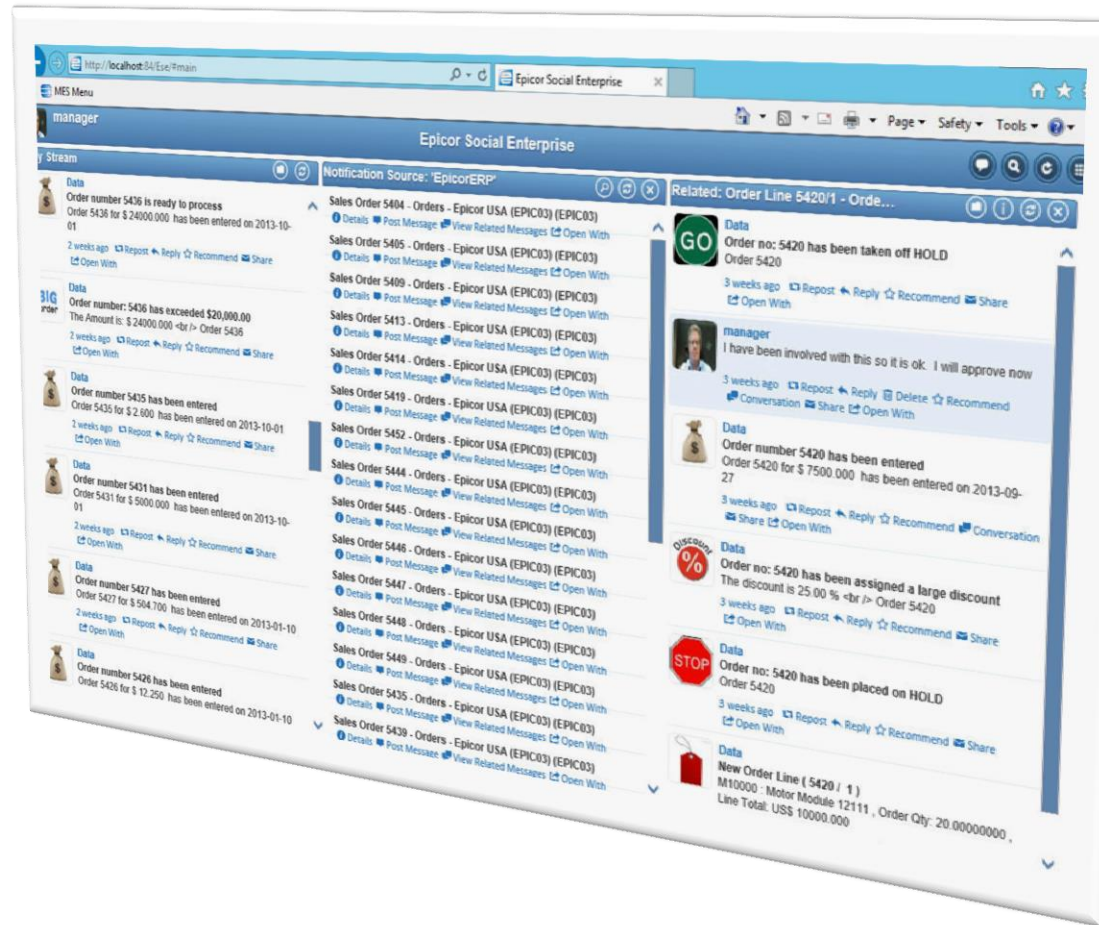
- Notifications
 - Ease of use
 - Limited training
 - Quick ROI



ESC in A&D Manufacturing: Activity Streams

Activity Streams

- Monitor Changes
- Conversations
- Groups
- Discussions



ESC in A&D Manufacturing: Collaboration

- Collaboration can focus on a specific business object;
- Contract
- Project
- Customer
- Customer Order
- Purchase Order
- Engineering Change
- Bid and Proposal



ESC in A&D Manufacturing: Knowledge Base

□ Leverage Social Media Concepts

- #hashtags and mentions (@username)
- Easy categorization and grouping
- Supports creation of knowledge bases and reusable content



ESC in A&D Manufacturing: Risks

Risk	Mitigation
<ul style="list-style-type: none">• Sensitive or classified information may be visible to those who are not authorized to view it creating a liability to the company through violations of security, export control, insider trading and IPR restrictions.	<ul style="list-style-type: none">• Establish policies for your company on what information can and cannot be shared on internal social networks.• Provide that policy to the company employees and make it visible to them when they enter social networking sites.• Provide a capability to tag information as sensitive and limit who can view information that has a “sensitive” tag on it.• Determine if you can provide sufficient controls to protect export-controlled information from being shared or stored in violation of export control laws. If you cannot, forbid export-controlled information from being posted to the site.

ESC in A&D Manufacturing: Risks

Risk	Mitigation
<ul style="list-style-type: none">• Social networks may reduce productivity for some employees. For example, senior employees and subject matter experts may lose control of some of their time because they are more available to others. Some employees may spend too much time responding to the latest discussion post and there is always the risk of social networking intrusively interrupting workflow.	<ul style="list-style-type: none">• Establish and communicate clear policies on appropriate use of social networks, providing guidance on etiquette, time charging and “response time” expectations.• Focus on efficiency gains and specific success stories to allay the fears of senior management that key individuals are being diverted from projects

Closing

ESC Enables A&D

- ❑ ESC allows A&D companies employees to create business networks that cut across organizational, geographic, and functional boundaries
- ❑ Provides a way to secure information that may otherwise be shared across unsecured public social networking tools
- ❑ Improves the user experience and accelerates the adoption of new technologies that are optimized for your environment
- ❑ Stay connected, collaborate and better leverage the information in your ERP

What are you doing?

- Is your business using social capabilities to connect, communication, and collaborate?
- Does social collaboration improve decision-making in your organization?
- How are the different generations across your organization embracing the social aspect of collaboration and communication?



About Epicor

Epicor at a Glance

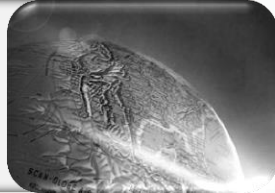
Founded	1972	Employees	4,600+
Revenues	\$960M+*	Partners	400
Countries	150	Customers	20,000



* Based on FY13 revenues

Enabling Business

Manage Global Operations



Available in all the world's major markets and industries

Increase Employee Productivity



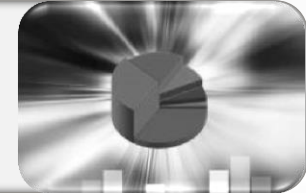
Access via PC, mobile devices, the Web;
From Microsoft® Office

Adapt to Change



Flexible, scalable SOA; Embedded business process management throughout

Gain Key Insight



In-context business intelligence provides real-time analysis where you need it

Epicor for Aerospace and Defense

The image shows the cover of a brochure for Epicor's Aerospace and Defense software. At the top, a green banner contains the text "Epicor for Aerospace and Defense". Below this is a collage of images: a large aircraft fuselage in a hangar, a satellite dish, a military vehicle, and a close-up of a mechanical part. The text "A New Perspective for Aerospace and Defense Manufacturers" is prominently displayed in green. Below this, there are three paragraphs of text describing the challenges of the industry and how Epicor's software provides a solution. The Epicor logo and tagline "Business Inspired" are at the bottom right of the brochure cover.

Epicor for Aerospace and Defense

A New Perspective for Aerospace and Defense Manufacturers

Epicor understands that as an aerospace and defense (A&D) manufacturer, you must identify, consider and respond to a new set of challenges each day. Change in this industry is a given; managing the change with tools and services to distinguish your business from local and global competition is fundamental.

With increasing pressure to reduce prices in a business climate of expanding raw material cost and reduced labor availability, businesses like yours are streamlining and adopting new technology to automate business processes for more competitive lead times and to reduce waste in the organization.

Epicor for Aerospace and Defense is a global enterprise resource planning software solution designed for manufacturing organizations who supply products and services to the aerospace and defense industry.

EPICOR.
Business Inspired™

Designed for the unique needs of your business:

- Global operations
- Customer focus
- Complex products & processes
- Project-centric
- Contract Management
- Regulatory compliance
- Product traceability
- Document control
- Quality (AS9100)
- Embedded PLM
- Comprehensive cost capture and analysis
- Service Management

Thank You

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