

DEMAND PLANNING GOLD SERVICE



Why Demand Planning Gold Service

Lanham Associates® works hard to create the very best software possible to address end customers' needs. Sometimes the best software is not utilized to its fullest for many reasons. Software, after all, is just a tool that must be optimized to yield its best possible results.

Strong demand planning and replenishment are two of the most critical business processes in your operation because they manage your largest material asset, your inventory. Properly balancing inventory and having the right product at the right place at the right time will reduce costs and have a significant impact on your bottom line. Complexities with long lead times and imports, as well as disruptions such as humanitarian crises, pandemics, and natural disasters, make managing these areas even more important now and into the future.

Demand Planning Gold Service is offered to ensure that companies get access to experts, and therefore, the most value out of their Lanham Demand Planning software.

Demand Planning Gold Service Components

Demand Planning Gold Service begins after training and implementation, and includes the following:

- Direct phone, web, and e-mail support with Lanham Demand Planning specialists
- Access to the most current software version when enhancements are paid in full
- Demand Planning processing optimization
- Input to Demand Planning development
- Admittance to educational webinars
- One free registration for the annual Forecasting & Replenishment Users' Meeting

Direct Phone and E-Mail Support with Lanham Demand Planning Consultants

Demand Planning Gold Service is built on the basic tenet of having direct access to specialized and experienced Lanham consultants who are also part of the development process for the Demand Planning software. With this offering, consultants are available to answer your questions, take your input, and make specific recommendations relative to your particular needs.

Access to the Most Current Software Version

So long as your enhancements are paid current, you are entitled to Demand Planning software upgrades. While software upgrade preparation and implementation efforts themselves are not covered by Gold Service and are billable, your Business Central partner or Lanham will assist you with these upgrades as the new software is available. Gold Service enables you to keep your team updated as new functionality is introduced by ensuring that Lanham consultants will assist you in reviewing app changes and explaining new functionality under this service. Upgrades in the Microsoft Cloud will occur automatically.

Supply Chain Management Review

During the support process, your Lanham consultant will analyze your Demand Planning formulas, methods, purchasing patterns, and results to be sure that your company is using best practices to achieve your desired outcomes. If there is room for improvement, your Lanham consultant will make recommendations accordingly.

Input to Demand Planning Development

It should come as no surprise that some of our best ideas come from our customers. Lanham will take this collaboration to a new level by introducing anticipated enhancements and getting your input to prioritize them.

Periodic Educational Webinars

Webinars to introduce specific ways to more effectively utilize Demand Planning will be scheduled periodically. These include instruction on software enhancements as well as "how-to sessions" on specific areas of the application.

One Free Registration for the Annual Forecasting & Replenishment Users' Forum

Complementing the other offerings of Demand Planning Gold Service is one free registration annually for the Users' Group meeting organized by Lanham Associates and its sister company, Absolute Value, LLC. This meeting is intended to provide educational opportunities and give you a chance to provide your input to the software development team, as well as meet and interact with your peers who are using Demand Planning.

Terms & Conditions of Demand Planning Gold Service

- Annual one-year contract term with auto-renewal.
- Demand Planning Gold Service applies only to Lanham's Demand Planning product.
- After first year, contract can be cancelled with 30 days written notice.
- Contracts reinstated after a lapse in coverage will require an additional twelve-month commitment.
- Lanham software enhancement fees must be kept current through your partner of record. Lanham enhancement fees are included in monthly software use fees, and collected annually for On-Premises software.
- If you are using a version of software that requires an object merge for an update, your merge will be provided at no charge. Object merges are NOT available if enhancement fees are NOT paid current.
- Client must identify one contact and one backup contact, with name, phone number, and e-mail address.
- A minimum of two contacts must be trained on Demand Planning at client site.
- In cases where Lanham consultants have NOT performed the implementation and training, an on-site, billable consultancy will be required to review the database and complete Lanham Demand Planning training prior to beginning Gold Service.
- Product customizations, additional user training, business process consulting, and upgrade assistance are NOT included in the Demand Planning Gold Service plan. These services may be available upon request and will be billed on a project basis.
- Client must agree to Lanham Associates' Services and Statement of Work (SOW) contracts.
- Demand Planning Gold Support is currently available from 8:30 a.m. until 5:00 p.m. Eastern Time (Atlanta, GA, USA).
- Lanham will NOT accept any financial responsibility for inventory levels or associated business risks.

About the Developer

Lanham Associates® provides supply chain business value to distributors and manufacturers by streamlining operations, cutting costs, and increasing overall productivity.

Specialists in distribution and Microsoft Dynamics right from the start, Lanham prides itself in creating and implementing quality software and services that improve customers' business processes. With Lanham solutions, you can start anywhere and grow based on your needs since all apps are designed to work together.

Uniquely, Lanham solutions allow users to keep all of their data right at their fingertips in Dynamics 365 Business Central. No new user interfaces to learn. All the native drill-down and reporting capabilities, and all your key data, inside your business system. It's seamless simplicity at its best, and it's reflected in all of Lanham's offerings.

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Absolute Value™

Through its sister company, Absolute Value, LLC, Lanham also offers key ERP-independent cloud solutions: **Demand Planning**.

Demand Planning enables distributors and manufacturers to have the right inventory at the right place at the right time, while reducing inventory investment and increasing customer service levels.

For more information on Absolute Value, contact:

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Please visit: www.lanhamassoc.com or www.absolutevalue-us.com for additional product information.

Lanham Associates: Your Single Source for Supply Chain Solutions