

# 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 forecasting and procurement 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 time will reduce costs and have a significant impact on your bottom line. Complexities with long lead times and imports 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 the Lanham Demand Planning (formerly AFP) software that they have purchased.

## Demand Planning Gold Service Components

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

- Direct telephone, web, and e-mail support with Lanham consultants
- Access to the most current software updates 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 Telephone and E-Mail Support with Lanham Consultants

Demand Planning Gold Service is built on the basic tenet of having direct access to the specialized and experienced Lanham consultants who are part of the development process of 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 Updates

Gold Service enables you to keep your software updated as new functionality is introduced. Lanham will merge the enhanced objects into your database and provide instruction on how to use new features. You will, of course, be able to skip an update if you don't think it has functionality that you need. Lanham consultants will provide your software updates as you need them, so long as your Lanham enhancement fees are paid current. Merge fees are covered as part of Gold Service.

## System Review

While reviewing your database, the Lanham consultant will analyze your Demand Planning formulas, methods, purchasing patterns, and results to be sure that your company is achieving your desired results. If there is room for improvement, the Lanham consultant will make recommendations accordingly.

## Demand Planning Processing Optimization

As time passes and the volume of your Demand Planning data increases, your Lanham consultant will make recommendations relative to history archival and the optimization of daily processing.

## 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 a specific area of the application.

## One Free Registration for the Annual Forecasting & Replenishment Users' Meeting

Complementing the other offerings of Demand Planning Gold Service is one free registration for the Users' Group meeting organized by Lanham Associates and its sister company, Absolute Value, LLC. This meeting is intended to provide educational opportunities, as well as give you a chance to 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 the VAR of record.
- No object merges are available when enhancement fees are NOT 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 are NOT included in the Demand Planning Gold Service plan.
- 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.

## Available Demand Planning Software

Module Description	Module Number
<b>Demand Planning Basic</b> *Required	14000370
<b>Demand Planning Collaborative Forecasting</b>	14000510
<b>Demand Planning Advanced Forecasting</b> *Required	14000520
<b>Demand Planning Production Forecasting</b>	14000530

## About the Developer

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

Specialists in distribution and Microsoft Dynamics NAV 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 also count on staying current since Lanham stays in lockstep with Microsoft on the latest technology offerings.

Uniquely, Lanham solutions allow users to keep all of their data right at their fingertips in NAV/D365 Business Central. No tedious customizations or integrations with external sources. No new user interfaces to learn. All the drill-down and reporting capabilities of the business system, 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.

## Contact Information

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### Absolute Value™

Through its sister company, Absolute Value, LLC, Lanham also offers key ERP-independent cloud solutions: **Demand Planning** and **Point of Sale (POS) Data Analytics**.

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.

POS Data Analytics analyzes retailers' weekly store/item information to provide companies that supply to retailers with guidance that can help them improve product sales and trading partner relationships.

For more information on Absolute Value, contact:  
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Please visit: [www.lanhamassoc.com](http://www.lanhamassoc.com) or [www.absolutevalue-us.com](http://www.absolutevalue-us.com) for additional product information.

**Lanham Associates: Your Single Source for Supply Chain Solutions**