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**Timer Pro Streamlining Processes
and Improving Training Outcomes**

Automating workflow and employee training in an environment with extremely varied processes and content is no small feat, but that's exactly what a leading international supplier of engineered products and customized solutions is doing. We sat down with our client, Justin, to learn more about how Timer Pro is helping streamline processes and improve workflow outcomes.

Imagine a high-mix, low-volume scenario with numerous processes and highly varied work content, all poised for massive growth. How do you effectively transition the skillsets of a seasoned workforce to new employees? How do you not only ensure a consistent training methodology but also disseminate clear and accurate information to all employees? And how do you do all of this with multiple facilities located around the US? As luck would have it, one of our emails landed in Justin's inbox on a day when he had time to "chase the squirrel", as he phrased it.

Justin knew his organization needed a more visual way to convey processes as well as an improved means for understanding the project workflow and the overall work content at any time. With a growing workforce, there's always an issue in terms of training new personnel and ensuring that they are all receiving the same information and instructions. Justin felt like they were "running on tribal knowledge" with experienced staff communicating crucial information imperfectly and inconsistently, as is the nature of any oral communication. They wanted a tool to get critical information into their new associates' hands in order to keep the processes and build moving without having to wait for each individual question to be answered. It was crucial to minimize the amount of time a senior associate has to take to support the training process. Upon opening our email, Justin immediately realized the benefits that could be gained by integrating Timer Pro into the company's processes and workflow system.

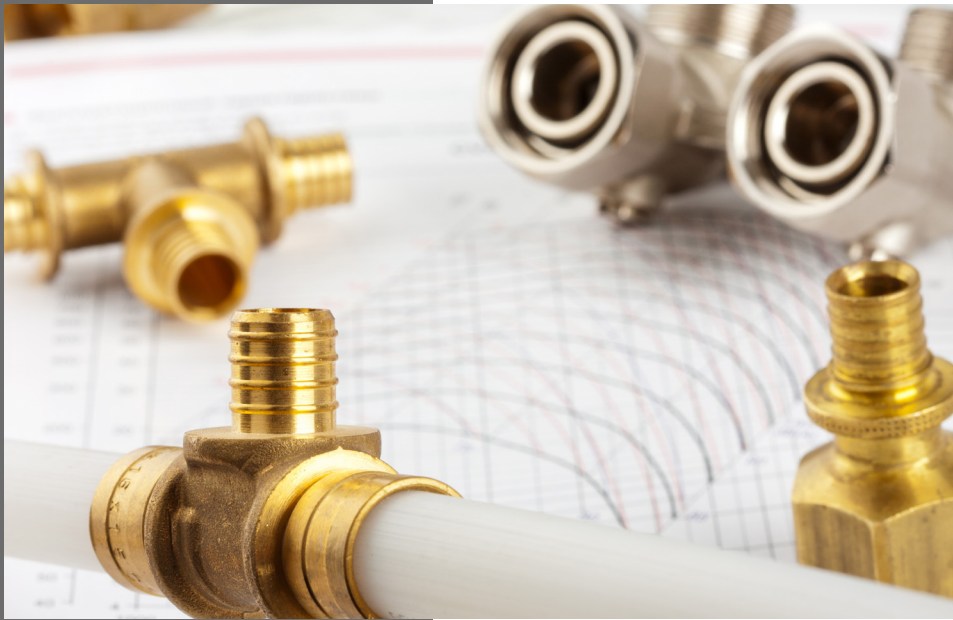
Anyone looking to digitize their workflow and create standards for operations can benefit from Timer Pro. Getting the infrastructure in place to move from a paper-driven process to a digital one was challenging, but Justin reports that 90-95% of their workstations have a touchscreen monitor. By integrating Timer Pro, associates

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will have access to drawings, routers, training instructions and any other tools they need in real-time. Notes left by one individual can easily be shared with another, eliminating piles of ineffective handwritten notes. This digitization is an important step in creating standards of excellence that not only increase overall workplace efficiency but also boost job satisfaction. After all, who doesn't want their job to be a little easier?

Even before connecting with Applied Computer Services (ACS) for a product demo, Justin reviewed Timer Pro's features and benefits including the extensive video library. Here he saw how a single integrated solution

can help measure, identify and eliminate process waste to improve efficiency. It didn't take long for him to recognize that the highly visual Timer Pro interface was the solution they needed to boost operations productivity, training performance and work standards. Justin is impressed with both the quantity and quality of information on the website and the exceptional Timer Pro customer service and support team. The training resources allow him to be self-guided and hit the ground running without an issue.

Whenever a new system or new software is launched, there are some challenges to overcome. The biggest hurdle for them was to mesh their IT landscape and storage file system with Timer Pro's design.

Justin shared that ACS was open to making meaningful adjustments to the software based on the client's real-world needs. A modification suggested by Justin was addressing one's ability to be able to capture a specific 10-second snapshot of a larger video in work instructions, as opposed to having to access the entire video. This small-yet-crucial snapshot minimized the file size and made the operator's job easier (as opposed to having to rewind and rewatch a segment nested within a five-minute video). The update was made within a few days of the recommendation and illustrated that the ACS team is fully committed to their client's success.

Although implementation is in the early stages, Justin anticipates a healthy ROI with cost savings in multiple areas.

If you're ready to invest the time and effort into improving your processes and producing a solid standard for work content, you want a tool that will support your goals. For Justin and his organization, Timer Pro has been just that tool. They have been able to reduce operating costs, improve and expedite employee training, develop standards of excellence and increase workflow consistency since integrating Timer Pro.

**Let us show you how Timer Pro can work for your organization.
Visit us at www.acsco.com or give us a call at 866.920.0130.**