



Kinaxis Professional Services

From a winning beginning to long-term success

Supply chain transformation is challenging. Managing and realizing the value from it shouldn't be. Reduce risk, maximize outcomes, and drive greater user adoption when backed by the expertise Kinaxis® Professional Services can deliver at every step of your transformation journey.

Successful transformation goes far beyond implementation. Through a robust engagement strategy aimed at all levels of your organization, we'll set you up for incremental wins and the greatest return on your supply chain investment in the long term.

More than just a service

Hand in hand throughout the customer value journey

Finding a partner that understands you, your challenges and your journey is tough. That’s why we put customer excellence at the heart of everything we do. As the experts in Kinaxis RapidResponse® and its unique concurrent planning technique, our trusted team will guide you beyond a successful implementation and work with you to accelerate ongoing value with a strategy that enables you to continuously discover, deliver and grow.



Discover

Understand what you need for a successful journey and establish a roadmap that will get you the maximum return on your investment.

Deliver

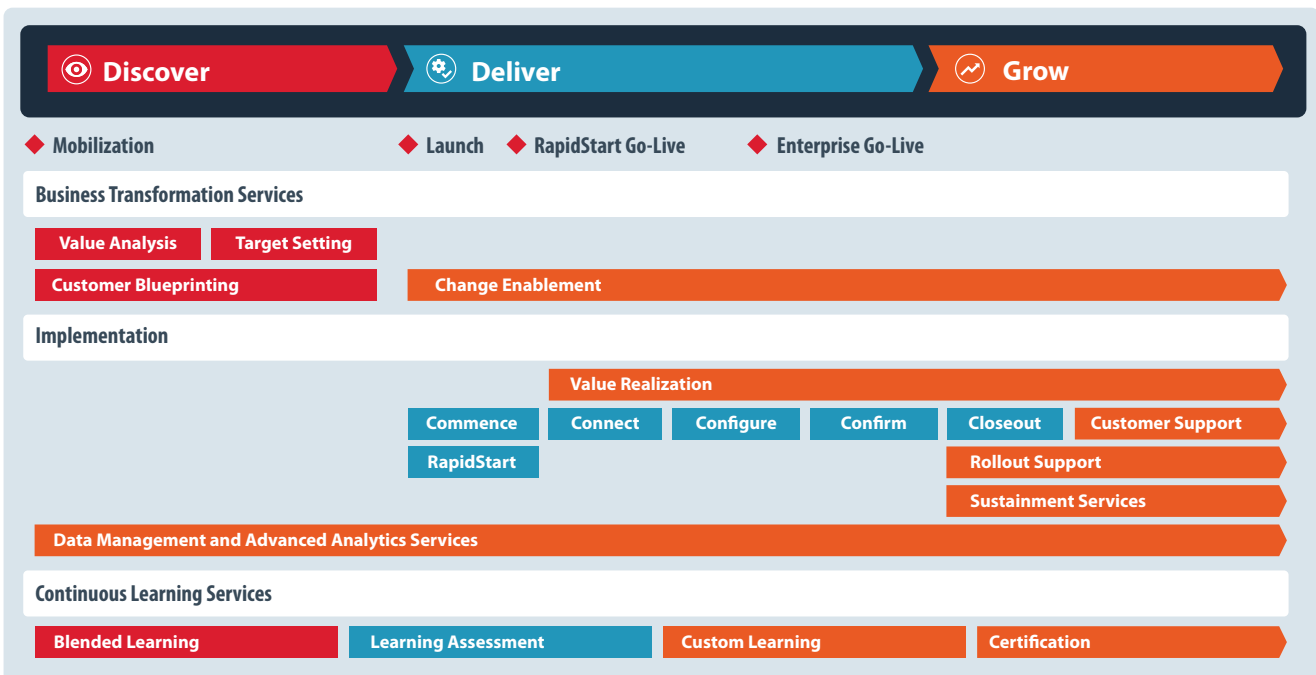
Build and mobilize the people, process and systems that will propel your transformation forward.

Grow

Drive deeper efficiency, expertise and return on investment (ROI) using the resources built to sustain and expand your supply chain.

Accelerated value with the Kinaxis advantage

Ensure your supply chain is resilient, agile, scalable and competitive for the long run with Kinaxis Services offerings.



Business Transformation Services

Identify a clear, actionable roadmap upfront to support your business strategy, establish trackable value metrics with distinct transformational milestones, and align all business units to manage expectations that support the vision with our Business Transformation Services. We offer an in-depth value analysis, customer blueprinting, target setting and change enablement that will ultimately provide faster alignment of your supply chain to your business needs, more accurate planning and reporting, and better decision-making. These outcomes are critical for increasing customer satisfaction and sustaining a successful transformation.

01 Value Analysis

Ensure leaders have knowledge of the business benefits and value drivers upfront.

02 Target Setting

Translate your business objectives into measurable and trackable key performance indicator targets to achieve planning success.

03 Customer Blueprinting

Speed up implementation with an accurate deployment plan for your RapidResponse solution.

04 Change Enablement

Accelerate user adoption and drive continuous learning across all roles to activate new ways of working.

Implementation Services

Address major risks more proactively and speed up time-to-value with the RapidResponse Agile Implementation Methodology (AIM) and RapidStart offering. The Kinaxis implementation methodology has multiple stages designed and continuously enhanced to enable best-practice implementation and speed to value. And we don't stop there. Maximize your RapidResponse performance through Sustainment, Rollout and Advanced Analytics Services designed to accelerate self-sustainment, increase user adoption, and optimize data health.

- **AIM** Address major risks proactively and speed up time to value with the RapidResponse.
- **RapidStart** Jump-start your digital supply chain journey with a 12-week implementation plan to realize time to value fast.
- **Sustainment Services** Deploy centers of excellence for internal expertise and self-sustaining value.
- **Rollout Services** Increase user adoption and accelerate time to value with support for RapidResponse deployments to regions and business units.
- **Advanced Analytics Services** Trust in ongoing monitoring, maintenance and data health checks to maximize the value of RapidResponse.

Continuous Learning Services

Increase the size, scope and scale of RapidResponse adoption with access to deep expertise in the platform and concurrent planning – and through an engaged community of product and services learning experts. To ensure you get maximum value from RapidResponse, our learning experts design and develop custom learning paths tailored for your organization's processes, roles and data. This will empower your organization with the proficiency and efficiency to make faster, more confident planning decisions.

BLENDDED LEARNING

- Self-paced
- Virtual instructor-led training (VILT)
- On-site training
- Certification

BASED ON:

- Standard Kinaxis roles
- Standard data
- Standard Kinaxis exercises certification

RESOURCES

- Automatic Kinaxis Learning Center (KLC) activity report
- Individual standard hands-on training lab

LEARNING ASSESSMENT

- Learning Expert support
- Defining KPIs
- Learning paths for your organization's roles

ACTIVITIES

- Review organization and roles
- Stakeholder map
- Interviews
- Analysis of findings
- Learning paths per role
- Recommended resources

RESOURCES

- 2 to 4 weeks engagement of our Learning Expert

CUSTOM LEARNING

- Day in the life of (DILo)
- Train the trainer (TTT)
- Custom on-the-job skills assessment

BASED ON:

- Your roles
- Your data
- Your workflows
- Custom exams/certification
- Custom exercises

RESOURCES

- Learning expert support
- Private hands-on training lab with customer data