

cora | FOCUS

Fully unlock the potential of your platform investment

The Power of Perspective

Protect and Grow Your Platform Investment

Cora Focus is made up of a number of smaller products that ensure you get the most out of Cora. After you have ‘gone live’ with Cora, it is important to continually evolve with your maturing project management practices; take advantage of new product features released by Cora; and support your teams as they make their digital transformation to Cora. For these reasons, Cora Focus is made up of these six functions:

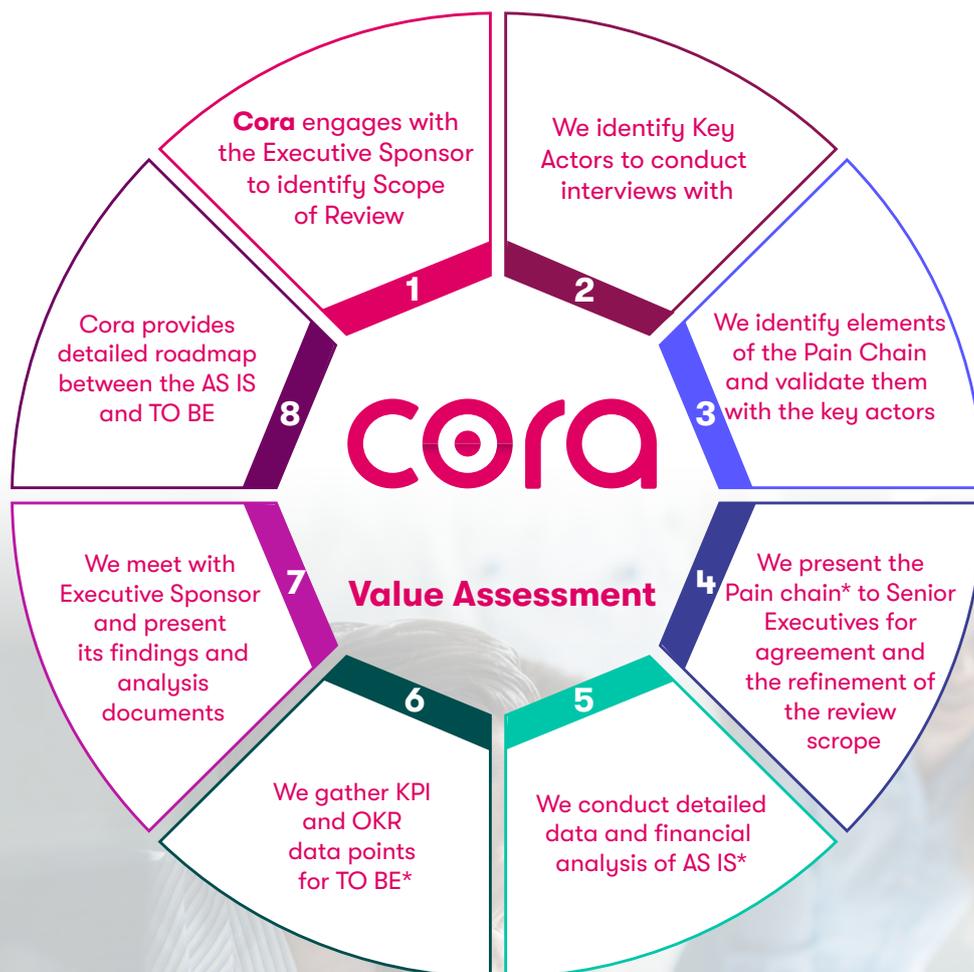


Business Value Office

Increase your ROI

As part of the portfolio of services Cora Focus provides, our business value office (BVO) can help you with a business value assessment. It's a workshop-based forum, which helps calculate the projected returns your organization could achieve with your implementation.

We want to find out the key business outcomes that matter to you. How can we help get to the root of your problems? Maybe you want to improve supply chain reliability or increase customer retention or maximize yield. Our BVO team can help you reach those goals. We want to ensure a profitable customer experience for you.



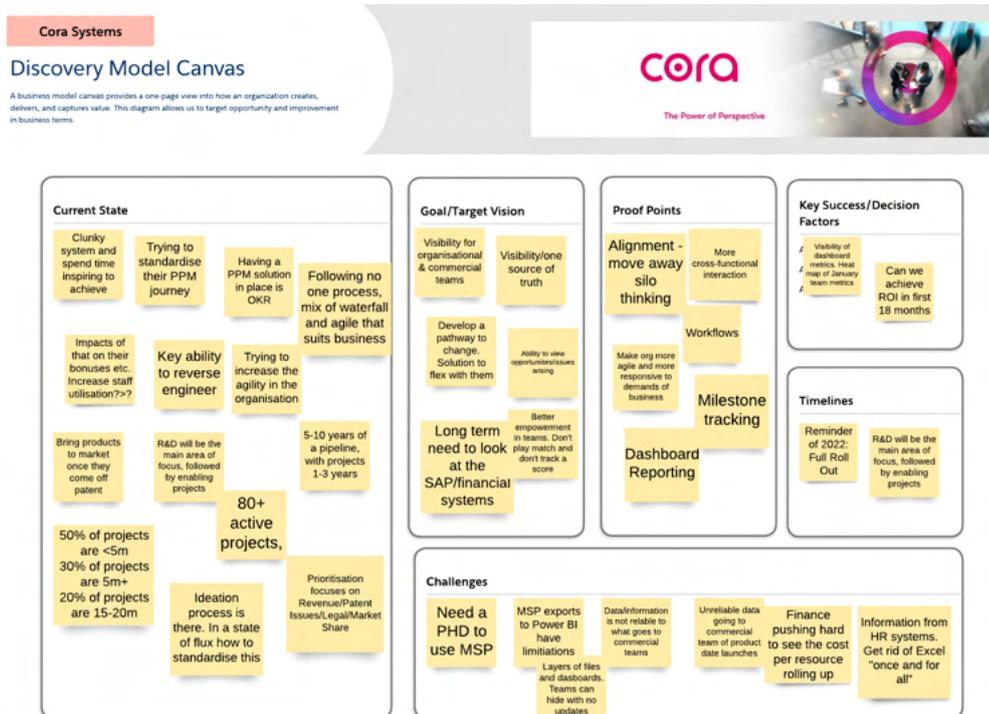
For more information, visit: www.corasystems.com/BVO

What is the BVO?

Cora's BVO, our business value office, calculates the projected returns your organization could achieve with a Cora implementation.

The BVO carries out an implementation value assessment. The process is run for your management with the participation of the teams running, managing and affected by the chosen capability areas. While no two assessments are the same, the methodology is standard, and proven to provide valuable insights to management for future decision-making.

It's a workshop-based forum for finding out the key business outcomes that matter to you. How can we help get to the root of your problems? Maybe you want to improve supply chain reliability or increase customer retention or maximize yield. Our BVO team can help you reach those goals. We want to ensure a profitable customer experience for you.



We adopt a time-phased approach to introducing change in a thought-out and agreed way. Change areas are measured in points value so supports and any funding required are appropriately targeted. Your output will be a detailed roadmap of defined, measurable activities over the next 12-18 months, and within your roadmap, we'll make an assessment every six months to ensure your recommendations are being realized.

For more information, visit: www.corasystems.com/BVO

Focus Review

At the start of the Cora Focus process, we'll conduct a review of your business processes to determine areas where we can bring you additional, untapped value and efficiencies, as well as identifying ways to digitize those key business processes. We'll provide value-based suggestions, helping you to pinpoint the best way to move your business forward, culminating in a recommendation as to what Cora Focus offering best meets your needs.

It's important to stress two items: first, our recommendations are grounded in cost efficiencies. We'll provide you with a set of value-based recommendations that will result in a Cora Focus bundle that best meets your needs – and one that's calculated to deliver a return on investment. We want you to make the most of the powerful Cora application in your hands.

Second, the Cora Focus review process is simple and straightforward. It will only take a couple of weeks for us, working together, to establish how best to leverage the unrealized possibilities within your Cora platform.

Your Cora Focus review includes:

- Analysis of current Cora platform configuration
- Functionality review of current vs. latest release
- Usage audit and detailed analytics
- An online survey taken from all users
- Stakeholders, executive sponsors and key-user interviews
- Product roadmap review
- Customized report and a set of value-based recommendations
- A number of Cora Focus reviews throughout the year (depending on your service bundle)

Consulting

Gain insights and best-practice from the development of your Cora solution

Leverage a suite of additional consulting offerings around the use and support of your Cora platform. This offering allows for the provision of an additional, enhanced level of support post “go-live” for you. Hypercare, for example, can take the form of “floor walking” type support where members of our implementation team are on call to deal with any user queries or questions. Q+A “drop-in” or “ask me anything” type sessions can also be facilitated on-site or remotely. Having access to experienced Cora consultants who can travel to work with you on-site will greatly aid you in adapting and scaling your solution.

Benefits

- ⦿ Recommendations on best-practice
- ⦿ Surface valuable usage information across your platform
- ⦿ Identify future training requirements

Technical

Extend and customize the scope of your Cora solution through a range of technical services

As part of your ongoing journey with Cora, there may be requirements for refinements to the configuration in more advanced areas of your platform. These elements of Cora are a key part of helping you adapt the platform as your use of Cora matures.

Typical examples would be in functional areas:

- ⦿ Key activities configuration
- ⦿ Workflow configuration
- ⦿ Advanced SmartForm creation
- ⦿ Complex calculations on the Register and SmartForm modules
- ⦿ Portal configuration

Benefits

- ⦿ Tailored support from skilled Cora consultants when working on the most complex areas of the product
- ⦿ Knowledge transfer to your teams to enable complex configuration to be undertaken in-house
- ⦿ Further embedding the use of your Cora platform within your organization to optimize reporting and governance outputs

Development

Rapidly implement change requests and boost your reporting capability

As you continue your journey with Cora, you can avail of development services in a cost-effective and tailored manner. Having the ability to work closely with our development team allows you to implement changes quickly as your needs and requirements evolve.

(Please note: these discrete functionality enhancements relate to non-core product changes; for clarification, speak to your Customer Service Representative.)

Typical examples include:

- Small change requests (i.e. minor adjustments to your Cora platform to meet your specific requirements)
- New widget developments
- Tailored API extensions
- Telerik report development (i.e. creation of bespoke reports)
- Data manipulation services (i.e. bespoke data management work, e.g. data extracts)

Benefits

- Focused development work specifically tailored to suit your timeline
- Take advantage of bespoke reporting capability
- Easily add new widgets to your Cora platform

Training

Build your organization's competencies through admin-based training, refresher courses and tailored training

Cora provides education and training services to help you use and configure your platform as efficiently as possible. Standard onboarding combines classroom-based training delivered by Cora's coaches as well as profiting from a suite of AI-enabled Cora Assistant guides. Additional training can be provided on an as-required basis and tailored to meet your needs through a combination of "Train the Trainer" and Cora Assistant application vehicles.

Benefits

- Recharge your user knowledge at key points in your Cora journey with a suite of refresher training courses
- Profit from focused training programs based on usage patterns which surface via the Cora Assistant module
- Configuration training will leave you self-sufficient in terms of the configuration of key functionality, e.g. Registers, SmartForms, Workflow etc.
- Provides you with the knowledge to triage issues independent of Cora
- The certification program allows you to understand what level of competency your users have with your Cora platform

The Cora Assistant

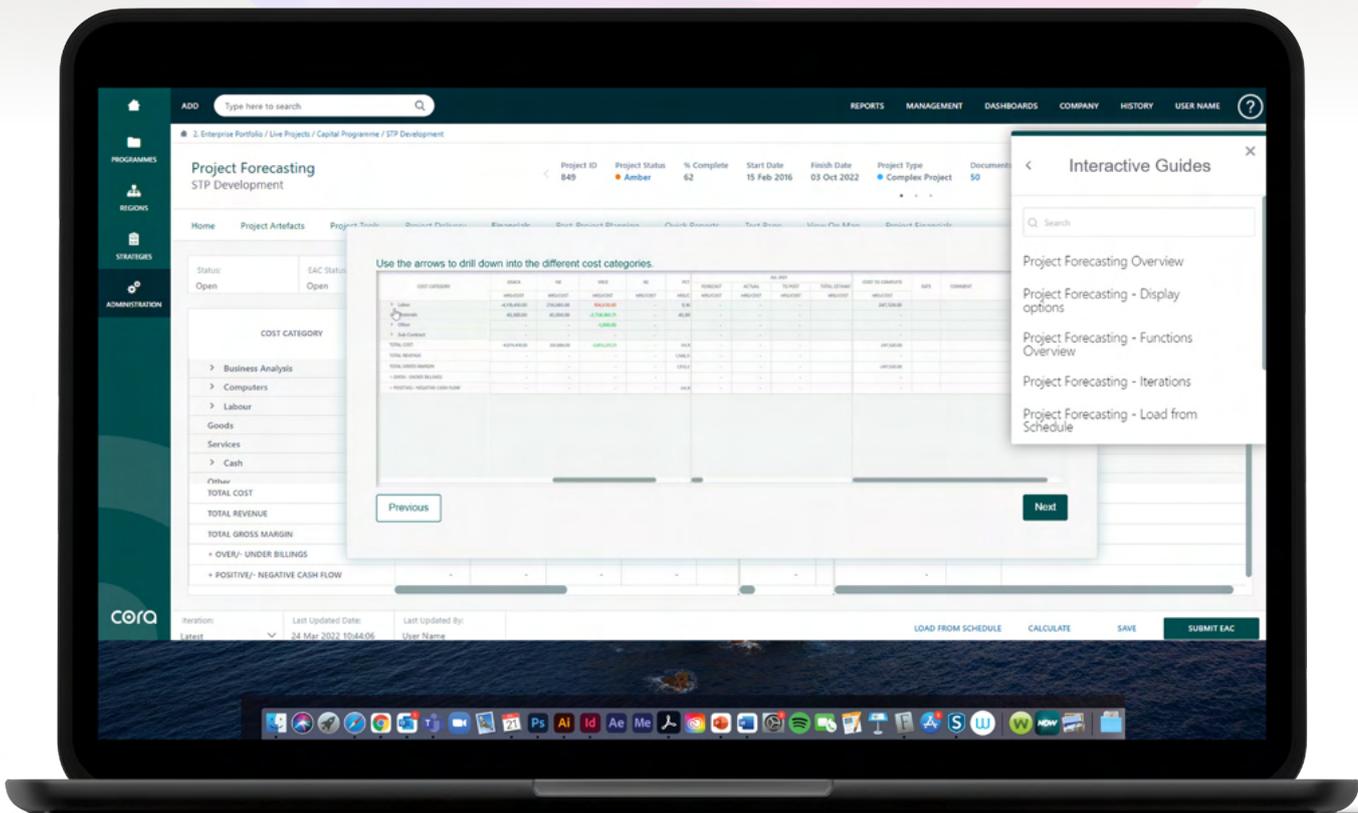
A virtual guide to your Cora application

Embedded within your Cora application, the Cora Assistant consists of a standard library of 120+ intelligent guides, giving you insights and training on tap.

So, when you're using your Cora application, there can be a suite of context-based, how-to guides that will provide guidance on how to get the most out of your various Cora modules, from the best use of dashboards and reporting to day-to-day use of the Gantt and registers and all other facets of your Cora application.

To avail of Cora Assistant, as part of the Cora Focus package, you must include it in your licensing agreement with your Cora platform.

To learn more about the Cora Assistant click [here](#) to download our datasheet.



Bundles

Cora Focus offerings can be purchased as one of four bundles:



1. Care - Enhanced support

Heightened service over and above our standard, off-the-shelf support. Typical service examples include:

- ⦿ Business review
- ⦿ Refresher training
- ⦿ Minor configuration changes



2. Connect - Continuing your journey

Extend the reach of your Cora platform. Typical service examples include:

- ⦿ Business review
- ⦿ Digital on-boarding with virtual Cora Assistant guides
- ⦿ Refresher training
- ⦿ Minor configuration changes
- ⦿ Tailored masterclass
- ⦿ Development of smaller functional items



3. Collaborate - Delivering, supporting

Access a library of superior services. Typical examples include:

- ⦿ Tailored masterclass
- ⦿ Advanced SmartForm configuration
- ⦿ Refresher training
- ⦿ Portal configuration
- ⦿ Small development and change request items
- ⦿ Performance monitoring
- ⦿ Cora Assistant bespoke functional guides

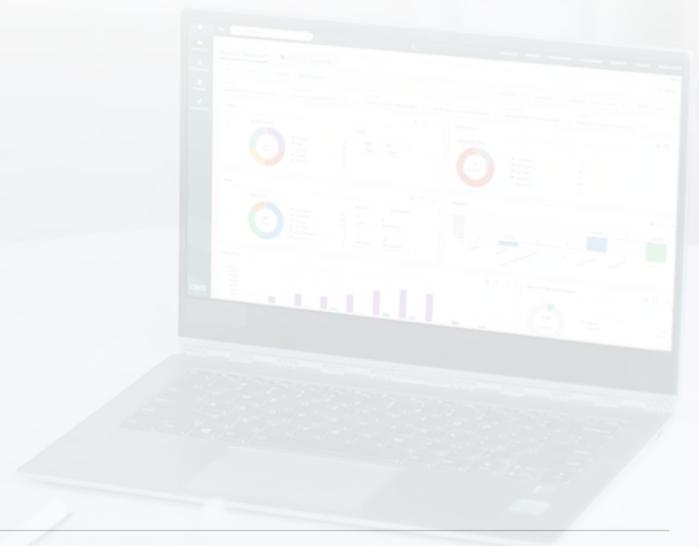


4. Concierge - Continuously improving your platform

Our premium pack provides a bank of services which can be drawn upon to imaginatively develop your Cora platform. Examples include:

- ⦿ Additional development
- ⦿ Advanced configuration
- ⦿ Bespoke Cora Assistant business process guides
- ⦿ Training certification
- ⦿ Bespoke report development
- ⦿ Technical configuration
- ⦿ New widget development

Offerings	Focus Review	Business Value Office Review
Understand the AS IS and TO BE state of your organization's process		●
Provide you with a business case and detailed plan for change		●
Analysis of current Cora platform configuration	●	
Functionality review of current vs. latest release	●	
Stakeholders, executive sponsors and key-user interviews	●	●
Customized report and a set of value-based recommendations	●	●
Are you receiving value proposed during the selection process?		●
Usage audit and detailed analytics	●	



Service	Care Enhanced Support	Connect Continuing the journey	Collaborate Cora Delivers and Supports	Concierge Cora Develops and Continually Enhances
Consulting	●	●	●	●
Technical		●	●	●
Training	●	●	●	●
Development			●	●

Cora can also work with you to create a custom solution to meet your specific requirements and budget.

- Bundles are pre-paid and delivered as a managed service (i.e. time-banded).
- Service delivery is managed through a dedicated Cora resource, with progress reporting provided on a monthly basis against each agreed deliverable.



For any further queries please contact:

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