CONTINUOUS IMPROVEMENT PROGRAM

REDWOOD

PARTNERS IN SUCCESS

Redwood is the process automation company that delivers agile and adaptable software solutions. We free the time and resources that organizations traditionally spend on repetitive manual tasks. Our automation solutions orchestrate and run the most important processes at the core of your business.

Whether you automate to support sales, shipping, manufacturing, order-taking or services, you depend on Redwood for robust performance that keeps your customers, employees and partners working smarter every day. Likewise, every customer is our partner in success. Our goal is to make sure that you get the best possible return on investment (ROI) at every stage of business growth.

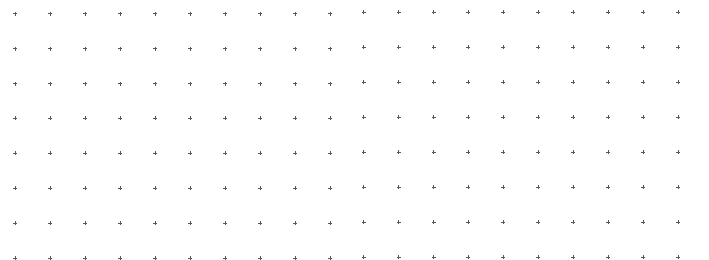## MAXIMIZE BENEFITS AND EFFICIENCY

We developed the Redwood Continuous Improvement Program (CIP) so that our customers can fully exploit their investment in automation as their enterprise evolves. By engaging with experienced Redwood consultants on a routine basis, you'll find significant opportunities for measurable benefits with our automation technology. Our experts analyze your implementation and advise you on how to best configure and use Redwood solutions to support your specific requirements.

Our team helps you identify new areas where Redwood can deliver the results you need without the need for additional manual effort. Periodically reviewing your implementation ensures that your Redwood solutions are up-to-date, properly configured to meet your current business requirements and prepared for future needs.

Integrated Health Checks are the driving component of our CIP program. Heath Checks are led by our automation experts who evaluate your current environment and advise on enhancements and improvements. We validate optimal performance and integration with other systems in your environment. Heath Checks also provide assurance that your staff is current with new features and functionality.

If you're using an older version of Redwood automation technology, a Health Check can provide important updates. The customization originally used in the original implementation may not take advantage of more sophisticated and easy-to-maintain features that we could put into place.

If your company has invested in new solutions since starting with Redwood, some of them may have not been identified yet as targets for automation. As a result, they may not be fully integrated into your automation landscape yet. We can help bring them in during a Heath Check. Staff changes over the years may have changed your user profiles for Redwood. A Health Check will bring these right up to date.

PROGRAM DESCRIPTION

CIP consists of regular visits by a Redwood Consultant to deliver Health Checks and advise and assist in the following areas:

01 Implement best practices

02 Build product life-cycle management

03 Optimize your current implementation

04 Recommend solution enhancements

05 Review upcoming projects

06 Develop quality assurance

07 Provide interim on-site or remote support as needed

08 Deliver current and specific training

09 Review / advise on security, backup and recovery strategies

10 Update change management procedures

11 Assist with product updates and upgrades

PROGRAM SUMMARY

As a customer, you work directly with Redwood to determine the duration of CIP program that works best for you. Set goals and meeting cadences according to your requirements and objectives. CIP is designed to protect and optimize your investment and enable even greater ROI from Redwood automation.

Planned CIP days are valid for up to six (6) months from the invoice date of the program and can be used in eight-hour (or greater) increments. Annual plans are also available. Any remaining balance of days left over from an implementation SOW are automatically converted into time you can use immediately to start your CIP program.

With more than 25 years as the global leader in automation, our experts are unparalleled in helping organizations in every industry get the most out of intelligent process automation. Find out how we can help you.

TALK TO YOUR REDWOOD REPRESENTATIVE AND ASK ABOUT OUR CIP PROGRAM.

WWW.REDWOOD.COM

USA: +1 919 460 5400,

UK: +44 1628 60 1500

Germany: +49 211 530 63 53

The Netherlands: +31 30 635 4555