

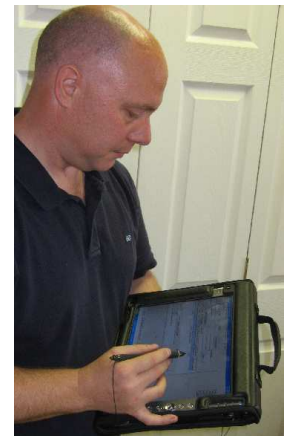
Planning, Estimating & Sales Support with MasterPiece

MasterPiece is a system designed for floor coverings retailers and providers of an estimating/installation service. It supports the sales process from first contact with the customer to completion of the job, both in the store and in the customer's home.

At the retail store on the salesperson's desk. When a customer visits the store, MasterPiece supports entry of pre-visit details. The estimator's diary is available on screen to support choice of visit date and to allocate the estimator. The job is then transferred electronically to the tablet which the estimator will use in the home and the 'measure sheet' can be printed. MasterPiece also supports a rough costing (if customer brings no measurements) or a firm costing from customer measure.



On hand held tablet PC in the customer's home during the visit to measure. The estimator puts the measure on to the tablet as he or she moves from room to room. MasterPiece has been designed to collect all the information that the salesperson may need to know and also provide clear information for the installer. Plans are created automatically using the auto-planner. One or more estimate(s) can be rapidly created, printed if wished and closure of the sale achieved while in the customer's home.

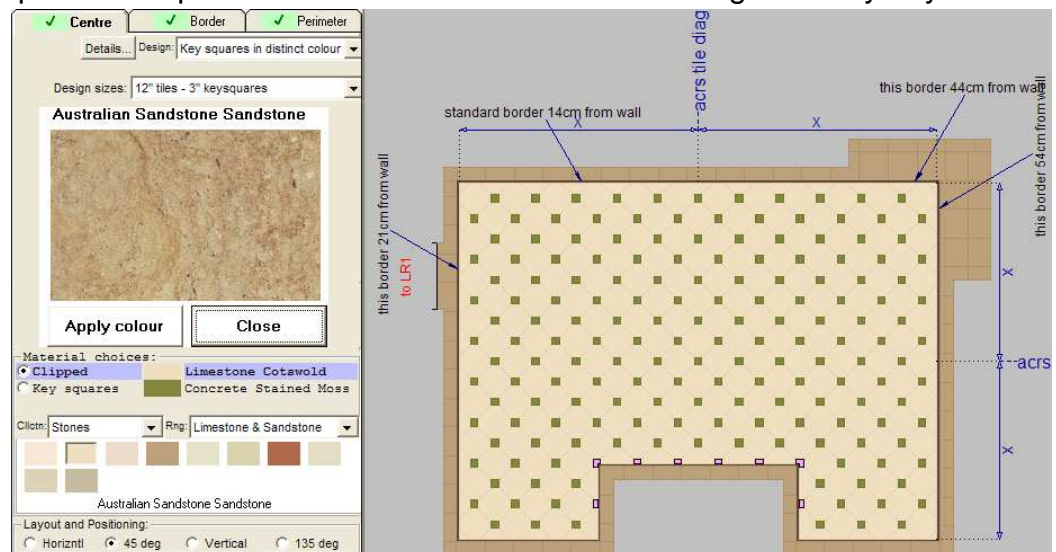


MasterPiece is unique in its ability to respond to customer requests and preferences. If a customer wishes to have rooms excluded, or wishes some rooms to have different material, then MasterPiece rapidly re-plans & costs.

MasterPiece is also unique in the automation of costings: the retailer's costing rules (min charges, HSL charges, open stairs, additional labour charges) can be configured in, so costing becomes both rapid and mistake free.

In the retail store after a visit to measure. On completion of the measurer's visit, the sales person has a copy of the plans and quantification on screen. Without having to re-key any quantities, the sales

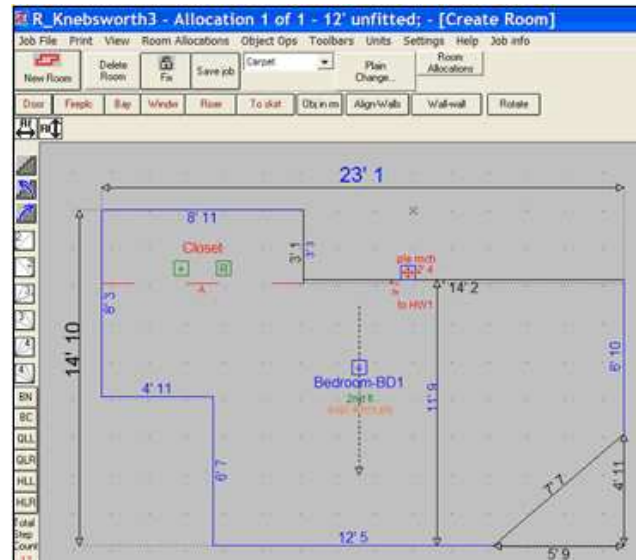
person can progress the job to create the estimate(s) and inform the customer of the price. Estimates can be emailed to the customer or printed. If customer rings and requests a revision, this can be done immediately on screen and acceptance taken: at no point is paper or calculator required.



MasterPiece thus

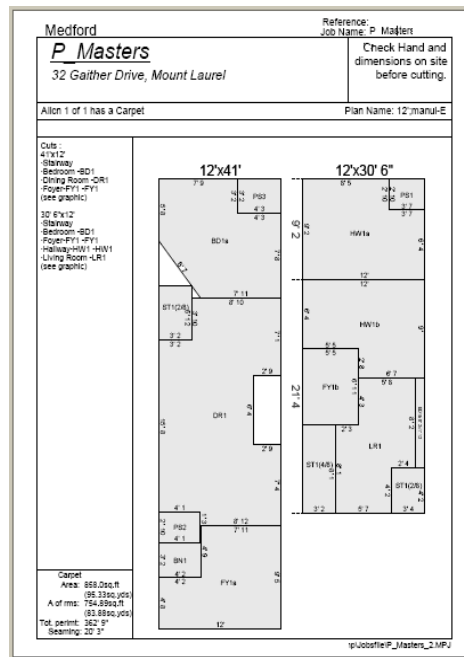
becomes the electronic filing cabinet for jobs in progress; replacing the physical cabinets. At the installation date, installation instructions and plans are printed for the installer, by single click. MasterPiece's archive is a long term marketing list of previous customers, with rapid access.

MasterPiece as training system. MasterPiece has deep expertise built into the software. Its unique guidance system thinks ahead of the user and brights up the button which the user probably needs to select next. Explanatory prompts are provided when useful and the system checks for mistakes at every stage of the process. MasterPiece is therefore both a training system for novice estimators and rapid familiarisation system for experienced estimators. Hard to learn tasks, such as patterned carpet planning, are easily understood from the intuitive on screen presentation.



Data administration and performance

assessment. MasterPiece provides powerful product data administration facilities. Complex products sets such as those from the main tile suppliers are available off the shelf for inclusion in the retailer's product mix. Product data can be imported from existing data servers. New product lines can be rapidly entered using similar products as a starting point. Price and margin changes can be handled en bloc, much faster than making changes to individual product lines. MasterPiece provides the data distribution so that all MasterPiece units work to a common and up to date product and price list.



MasterPiece supports the ordering process for materials, either by printing the order forms or by transferring data electronically to an existing sales ordering system.

MasterPiece can support a report generator which can be used to generate reports on sales performance, for instance categorised by individual or by type.



MasterPiece's benefits include the following:

- More throughput with less effort: instant costing; job sheets created automatically; enter customer information just once; rapid access current and archived jobs.
- Achieve acceptance more often: Both in home and in the store.
- Be more competitive: On average use 3% less carpet, 8% less underlay & gripper.
- Reduce occurrence of mistakes: 70% of paper estimation errors are avoided.
- Save time through reduced effort per sale: 2 more calls per day.
- Save training time and effort: Inexperienced recruit becomes reliable within 3 weeks.