

Case Study**08/08/07****THE KEY IS REAL-TIME DECISION MAKING**www.phoenixclosures.com

Phoenix Closures is a privately held full-service manufacturing firm specializing in injection-molded closures. Phoenix was founded in 1890 and is headquartered in Naperville, IL. From production facilities in Naperville, IL, Davenport, IA and Newport, TN, Phoenix services both domestic and foreign customers.

With a mission statement “to provide the highest level of product quality and technical assistance to their customers”, Phoenix routinely addresses closure-associated issues throughout the total packaging supply chain, from concept development to recycling concerns. They are a turn-key solutions provider.

The mandate for INCLUDIS was to network over 100 machines in 3 US plants through a central server installation in their operational headquarters.

Some thoughts of Darryl Hodges, vice president IT-Services and his personnel:

**Darryl Hodges, VP- Operations
Support for Phoenix Closures,**

“With Includis, the automated collection of production, scrap, run hours and down time has reduced the effort required to collect shop floor information. It has provided us with the data needed for us to identify and correct processing issues.”

“Before INCLUDIS we struggled with understanding how our machines were truly running – with INCLUDIS we have the tools.”

“Our people now have access to a real-time system. Now we deal with the facts and we all use the same data to make decision based on data and postings in real-time.”

Phoenix Priorities:

- No. 1 Automated Data Collection and Reporting
- No. 2 Integration with Existing Business Systems
- No. 3 Scrap Reporting

Solution Competition:

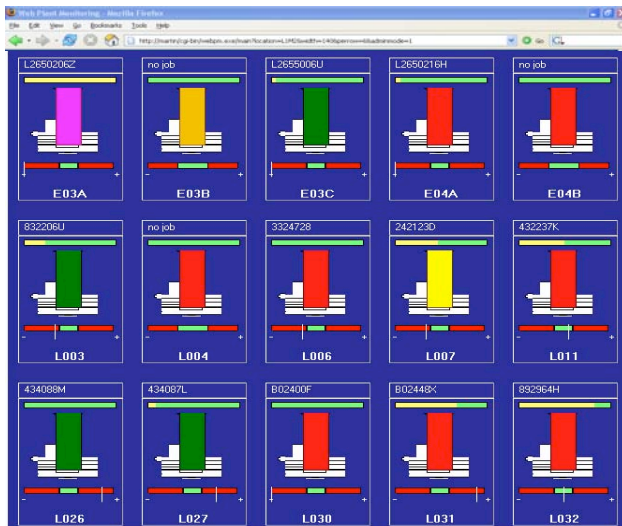
- Other MES-Solutions more hardware-intensive
- Significantly higher acquisition price and higher total cost of ownership
- Less intuitive and operator friendly interface

Now we are one step closer to eliminate the old ERP-system.

Why Phoenix choose INCLUDIS Manufacturing Software Inc:

Phoenix deals with companies that demonstrate true customer concern flexibility and a “can do” attitude. “Our strategic vendors have to be able to change with us and the ever increasing complexity of our customers’ needs. This is the INCLUDIS philosophy as well.”

INCLUDIS - Shop Floor Overview



Phoenix Benefits now realized with INCLUDIS:

- Significant cost savings with less hardware implementation for data acquisition
- Reduction of changeover time, down time & scrap
- Process documentation according to ISO 9001/TS 16949