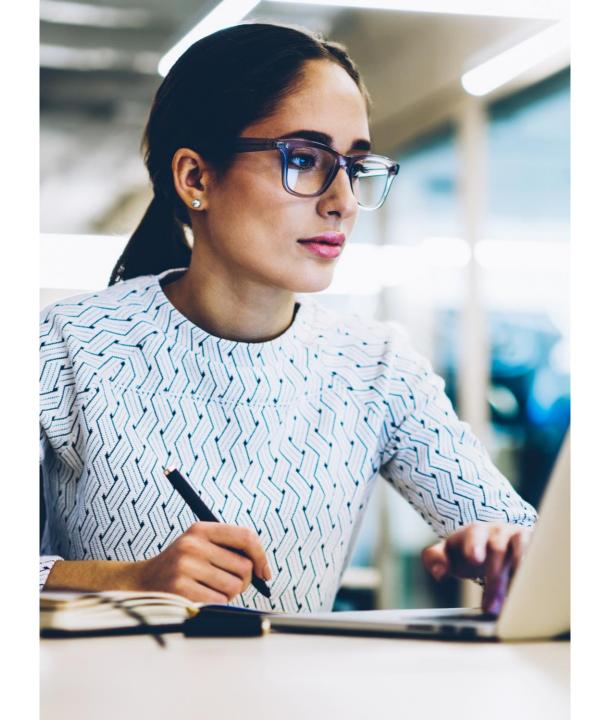Lascom's F.A.Q. (Frequently Asked Questions)

Why did we write this document?

- You initiated your PLM project with a desire to solve issues, improve your products' performance and contribute to the digitized future of your company.

- Maybe you were not expecting as many questions to arise in the course of the project. You got overwhelmed or even lost in the plethora of things to keep in mind?

- Do not worry! We will answer in this document most of the questions our prospects ask us between the first time they contact us and the deal closure. If our answers are obviously based on our PLM solution Lascom Lime, the questions addressed can come in handy to any organization following a PLM journey.

Q - Can we choose to implement only one module? If so, can we add another module in the future?

Our out-of-the-box PLM solutions "Lascom Lime Essential" and "Lascom Lime Corporate" are perfectly scalable. You can absolutely decide to implement a single module of the software at first and choose to expand its scope afterwards. At the qualification step, before selling you anything, our experts help you specify your needs to accurately define what modules and features should be implemented and suggest a project phasing to match your means and limitations. Only our "Core" module is mandatory and can't be left aside as all specification management relies on it.

Q - We saw customer references and we are not comparable to their size. How could such a complete solution be profitable to us?

A lot of our current clients have been working with us for a long time, collaboration starting back when we tailored our PLM solution for each customer. Through years of hard work and numerous implementation projects, we built a robust expertise on the very segment of "processed products with a critical time-to-market". This enabled us to entirely refine the functional scope of our PLM solution to create two out-of-the-box and scalable bundles: Lascom Essential and Lascom Corporate. We designed them to answer different levels of NPD-related needs so every kind of company can access it, from the medium-sized private brand to the international sub-contractor manufacturer. Whatever your size and needs are, we have a solution for you!

Q - Our last IT project showed major difficulties: the scope of the solution was oversized, and the provider did not understand our challenges. How is that going to be different with Lascom?

We consider the qualification phase as critical at Lascom. It starts the first time we get in contact and lasts till the contract is signed. Every Sales representative is paired with a Pre-sales engineer & Solution expert. This ensures all your tangible requirements (budget, timeline, available internal human resources, etc.) and business challenges (specification management, product formulation, regulatory compliance approval processes, etc.) are gathered and specified. This is a warranty for you to get a perfectly-fitting solution and for us to keep the project profitable. Because a poorly prepared project always ends up dissatisfying everyone.

Q - We do not have much bandwidth on our side. Can you help us with project management?

Our team is prepared to provide you with a specialized Project manager that will help you navigate the PLM waters seamlessly. Having a single source of contact on both sides guarantees smooth sailing. Our team will help you prepare for the working sessions, gather documents and create processes with your team by using our templates and guidelines. Most of the information needed is also taken from a discovery training session on site that we prepare and execute.

We are ready to create timelines for you and keep track of the pending items of the project. The road for implementing the solution is our responsibility and we keep track of our projects on a weekly basis. You will have a dedicated resource for your weekly meetings who will act as your sponsor for the entire project.

Note that you will have your share of workload in the collaboration. A PLM project can not be successful with unilateral efforts.

Q - How can I justify the cost of this project to my executives?

Our PLM solution secures, automates and eases numerous tasks throughout the product design chain. It is a key strategic asset to:
�People⊦ Speed up time to market for new products
⊦ Cut down costs related to non value-added tasks
⊦ Improve collaboration internally and with external partners
⊦ Meet quality and regulatory compliance requirements more easily and consistently

For more details, download our Lascom Lime Cloud Brochure, or reach out to us and we'll schedule a demonstration to let the software speak for itself!

Q - Our teams have shown difficulties getting used to new tools. How is that going to be different with yours?

We understand how any change can impact teams and projects. We prepare ourselves with different and customized strategies in order to make the transition easier for every one of our clients. We like to get to know your teams, your struggles and your strengths; after which we tailor a training agenda that suits your organization. Also, our trainers are highly experienced and can switch gears whenever needed to tailor your needs during training sessions.

Our software solution takes account of user acceptance and our teams do their best to improve it with every release. We understand the importance of the "look and feel" of the application in order to make it more natural for your users. We have an entire internal department working everyday to find opportunities within our software to improve.

Lascom

Enforcing and respecting best practices

Q - We see this PLM project as an opportunity to improve our processes and practices. How can you help us on that?

Our Project managers are true industry experts. They're not your classical introvert nerd spending their whole day hard-coding in a dark cubicle. They talk with their clients on a weekly or daily basis, they go on site, they share their experience and knowledge with each other and work as an integrated team. From our Marketing managers, Pre-sales engineers to our Project managers, everyone works to expand and consolidate Lascom's insights on the food and beverage industry. That is what we bring to any new project we commit to.

Q - We have very specific ways of doing things. How can your solution suit our requirements and processes?

Lascom Lime Cloud is a standard solution offering out of the box functionalities. One of its strength is the advanced flexibility of these features. Lascom Lime is highly configurable, allowing us to adapt to your processes and expectations without any need for customization, i.e. coding or modification of the core solution.

lascom

Q - Our data is highly sensitive and strategic. How do you guarantee its safety?

Lascom has been a long-time partner of Microsoft and we securely host our clients' databases on Microsoft Azure, one of the most widely used and trusted environments. Our cloud-based solution is compliant with the HTTPS standard, SQL servers, IIS servers and COM components security settings.

We built a multi-level security infrastructure to properly allow and forbid access to data and functionalities. This is strengthened by our internal user management rules, the use of password-protected access and the connection through an internal active directory.

Finally and while this may sound trivial, our solution runs on the latest version of internet browsers, guaranteeing a tighter security with every new version.

Q - Is your solution a cloud solution?

Our PLM solution is cloud-based, meaning that the data is hosted on an online server, every operation is made through your internet browser and you do not need to have anything physically installed on your computer. Our solution is still available "on-premise" though, if privately hosting your data is one of your requirements.

Choosing a cloud-based solution also makes scaling up easier, which is highly beneficial for modular functional scopes. Our clients can initially pick the "Core" and "Product development" then decide months later to upgrade with the "Business" and "Compliance" modules without any physical IT intervention. This remains true for software updates: while a physical update has to be made on your servers- often coming with an additional update cost- with on-premise solutions, clients choosing SaaS automatically enjoy the latest version of their software.

Lascom

Q - How is the solution implemented?

Lascom implements its PLM solution using a hybrid method "Waterfall / Agile", to benefit from both practices:

- *Waterfall* helps better define the project's scope and guidelines regarding schedule, costs, SOW (Statement Of Work) and deliverables.
- *Agile* helps lead the implementation in a collaborative way, fostering quick iterations and thus quickly delivering a solution compliant with the customer's expectations.

Q - How long does the implementation take?

Implementation time varies depending on the modules purchased by the customer and on the implementation complexity, based on customer's processes and requirements. It usually ranges from 3 to 12 months. However, we phase projects to start delivering operational features in the first months.

Q - Have you implemented your PLM solution for companies that develop similar products to ours?

From premium syrups (Monin), to international dairy brands (Lactalis), to world-famous meat substitutes (Impossible Foods), to frozen prepared meals (Picard) to pet food ingredients (Petsource by Scoular), we have worked with an astonishing variety of clients, all of which enjoy a solution suiting their activity. By closely collaborating with such diverse clients, our Project managers have built a strong expertise on the industry's best practices. Moreover, our software shows a strong functional flexibility enabling it to support almost any kind of data and processes.

We may not have in store a study case on your particular line of business, but we are doubtlessly able to adapt to what makes it specific and provide you with a solution your teams will use and your company will thrive with. Reach out to us and talk in detail with our experts about what makes YOUR company unique. They'll know how to answer!

Lascom

Q - How do we get our data uploaded in the system?

We have several ways of importing data to Lascom Lime.

- Standard import of text or Excel files
  - The customer has to provide data properly formatted for predefined templates.
  - Allows to load files directly to Lascom Lime's interface, synchronously or asynchronously
- Specific import of Excel files
  - Required when the customer's data structure is more complex and when specific rules are needed to create or update data in the system
- Other data
  - Any parsable data can be uploaded in the system. Parsable means the data's structure allows it to be mapped to a database. .csv and .xml are examples of parsable data.
  - We can't directly use .pdf or .docx (Word) files as data import sources as they only contain textual data without schema structure.
  - Specific data import requirements always means additional work for our teams to assimilate your distinct processes and map your data to Lascom Lime's data model and implement these specific rules if necessary.
  - Specific data imports can be done manually, automatically, periodically or on specific user actions in the system.

Q - We are currently implementing a new ERP system. Should we lead our PLM project at the same time or prioritize?

The priority between PLM and ERP projects is directly dictated by your business priorities. If the two projects have to be led at the same time, we always recommend to pay attention to your team members' availability. Make sure that people have enough time to duly take on their assigned tasks and properly follow up on both the PLM and ERP projects.

Q - Can you interface your PLM with our ERP?

Yes, we can interface our PLM with your ERP. We provide different levels of interface complexity and flexibility.
We provide a simple interface based on our standard Mass Data Exchange (MDE) module, based on:
⊢   an output XML file used to export from Lascom Lime to the ERP
⊢   an input XML file used to import data from the ERP to Lascom Lime
Additional specific work can be done to convert the XML file to a format that can be directly pulled from the ERP or pushed into the ERP, such as .csv. This solution is generic and can be applied to any ERP as long as the mapping and transfer and trigger rules are properly defined.

We can also provide a more complex interface directly inside your Lascom Lime application as a custom button calling specific web services. This solution also requires additional work to define web services rules and map and synchronize data with your ERP solution. It's not generic as webservices implementation will depend on the type of ERP system you have but it will give more flexibility and user control to manage transfers.

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Lascom timeline

Digital is full of promise and companies seek a thinner management of technical information. PDM grows as a major concern for industry leaders and lays the foundations of what will become Product Lifecycle Management - or PLM – solutions.

Mature on its domestic market, Lascom identifies the North-America territory as a growth opportunity and opens a sister company in San Diego: Lascom Solutions.

Lascom sells its non-PLM activities such as CAD (Computer Assisted Design) technology.

Lascom pursues its mission of bringing easy-to-use and powerful PLM solutions to all the players of the F&B industry. Our new product Lascom Lime and our new bundles Essential and Corporate are the refinement of our 30 years of experience.

1997

2001

2012

2020

1989

1998

2009

2016

Jean-Louis Henriot creates Lascom in Paris to publish and sell an EDMS (Electronic Document Management) solution. The company quickly signs prestigious national references such as Alstom and Groupe PSA.

Lascom acquires the company Wintechnologies for its robust Configuration Management engine.

Lascom's focus shifts toward the CPG (Consumer Packaged Goods) industry and signs its first food and beverage client: Artenay Cereals (AAD), which is still client a client today!

Lascom sells its AEC (Architecture, Engineering & Construction) portfolio to the German group thinkproject and completes its transition into a pure CPG-focused PLM software publisher.