

# The Sustainomics Group

## Letter of Satisfaction – Project Implementation of tiggs Crisis Management Products

Optimization and organization of procurement within world-wide operating enterprises of different business nature is one of the business focuses of Sustainomics Group, Germany.

As part of one of the Groups project, Sustainomics implemented the tiggs Crisis Management Products for command and control of the supply chain at one of our largest customers. The implementation was done in a joined project.

Using the tiggs Crisis management now allows our customer to react and resolve problems in their supply chains much faster and with a higher quality. Several standard processes are now monitored and controlled by the tiggs Crisis Control Application Software. Replacement of delivery structures is automatically activated by using respective process scenario templates. As a result, delays, failures and related overhead cost have been minimized.

Typical problems that are handled by the tiggs Crisis Management System are:

- Delivery cancellation due to production problems
- Delivery cancellation due to transportation problems
- Delivery cancellation due to product defects
- Accidents
- Intentional damages
- Staff absence (e.g. strike)

Common platform for the Crisis Management users is a collaboration environment based on Microsoft SharePoint Servers. Incoming events are handled beside system to system integration through several communication channels.

The tiggs Crisis Management solution has been delivered within the agreed short timeframe and has been commissioned to our full satisfaction.

Yours sincerely,

  
Bernd Hackemann  
Managing Partner



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