

Your 60 day free trial from Intouch

What to expect...



Our philosophy at Intouch is to let the technology do the heavy lifting so you can focus on what's most important for your business. We pride ourselves on bringing together tech and talent to help manufacturers excel, which means our people are always on hand to guide you every step of the way when you use intouch software.

A 60-day free trial of the Intouch software is a little like test driving a new car. It's an opportunity to test the functions and performance before you buy. The goal of the trial is to provide you with first-hand experience of how the system can benefit your business operations and what can be achieved should you choose to implement Intouch's Production Monitoring software.

We won't ask you for any payment or credit card details for a free-trial. We make sure you are fully supported every step of the way, and get you up and running as fast as possible.

We do this in seven easy steps.

Step 1 - Onboarding

Your onboarding starts the moment you say 'yes' to a free 60 day trial with Intouch. We don't activate the start of your 60 day free trial until we have completed a number of steps with you. This includes discussing your system requirements and specifications with you.

We need to know a little more about your business such as

- What you would like to achieve, including any specific goals
- How many machines you would like to monitor, their names and processes
- Details of your shift patterns
- Downtime codes
- Scrap codes.

The free trial can be set up on a maximum of **16 machines**.

Step 2 - Configuration and set up

Equipped with the information you gave us in step one, we will create your account, provide user access for your team. Step 2 also includes creating your dashboards within the system so that you can access the key data and insights. Different businesses, have different priorities.

As part of this process we need to understand how you get works orders on to your system. And if we need to connect to other systems such as your ERP.



Step 3 - Training

Once your system is configured and set up, we officially start your 60-day trial. Software training is an essential part of the trial process. During the first few weeks, you will have regular contact with one of our product experts, along with access to a variety of training resources. These includes video tutorials, step-by-step guides, and one-on-one sessions with one of our trained product specialists.

The goal of this training is to help you understand how to use the software effectively and efficiently, as well as to understand its full range of features and capabilities. And although you will have access to a comprehensive library of training materials, a human is always available on the end of a phone or virtual meeting to help you.

Step 4 - Technical support

Throughout the trial period, InTouch Monitoring will provide you with technical support to assist with any questions or difficulties you may have. Our dedicated support team can provide assistance via email, phone, or set up a virtual meeting to share screens and troubleshoot any issues swiftly to ensure an uninterrupted experience.

This step includes working with you to understand what the system is showing you about your factory, and potential actions and insights that will help you improve your OEE and efficiencies, reduce downtime, reduce scrap and energy consumption (an optional addition).



Step 5 - Play

As you continue to use the software during your trial period, you will have the chance to experience its full capabilities and features. You will be able to test out the software in your own time, in your own environment, and with your own data.

This will give you a good sense of how well the software fits your needs and how easy it is to use. We can be involved as much or as little as you prefer, but we are always on hand to answer questions you might have.

Step 6 - Evaluation and feedback

We love to get your feedback, so as you get close to the end of your 60 day free trial we'll ask you for your honest evaluation and feedback about the system. Many businesses see measurable improvements to their production, improved efficiencies and reduced down-time. We encourage you to measure accurately the changes in performance. Some businesses are moving from manual processes to digital so the like for like comparisons can be harder to track. Either way, we'd like your feedback.

Step 7 - Transition to an Intouch customer

If you decide you'd like to continue with InTouch Monitoring, the transition from the trial to the paid service will be seamless. All the data, settings, and customisations that you've input during the trial will be retained and transferred to your paid account, ensuring continuity and ease of use.

You will receive ongoing support from our customer service and product expert teams, to ensure that you are maximising the benefits to your business of using Production Monitoring software.

InTouch specialise in state of art software, but our people enable you to excel and optimise the opportunities. Over 90% of InTouch customers stay year on year, as we continue to make enhancements and improvement to the system and you will continue to benefit from these.

The goal of the InTouch Monitoring trial is to provide you with a first-hand experience of how our systems can benefit your business operations. Make the most of this period by taking advantage of the support and training provided, and don't hesitate to provide feedback to shape the product to better suit your needs.

