Company Deploys Crystal Server based Extranet to Enhance Customer Service

Durham, Connecticut – December 2012 – Technical Manufacturing Corporation, a leading supplier of contract electronics manufacturing services to the aerospace and defense industry for mission-critical, high-reliability and harsh environment applications, announced this month that it has deployed a web-based extranet that is geared towards enhancing customer service and support. The extranet is available to all customers and can be accessed through the company's website or directly through any mobile or desktop browser. The company is one of the only contract electronics manufacturers in the country for its size that provides an extranet to its customers that offers access and detailed insight into the production status of their products.

Based on the SAP Crystal Server 2011 business intelligence software platform, the extranet extends the reporting functionality of the Alliance Enterprise Resource Planning (ERP) and the company's internal proprietary Production Analysis and Tracking (PATS) software systems directly to the customer. This allows customers to have constant and continuous customer access to relevant production related information specific to their products in real time including raw material, work-in-process (WIP) and finished product positions at any time and anywhere in the world where internet access is available. Customers can further drill down into work-in-process to see the status of the current operation step, completion progress and estimated completion time for any build. In addition, traditional phone-based customer service and support will always be available during normal business hours as well where customers can speak directly with sales and support personnel located directly at the facility for production-related questions.

Customers are assigned a username and password which is used to access their own private business intelligence launch pad. The launch pad is used to host both standard and custom reporting tools specific to that customer which can be run on demand or scheduled as required. Custom reports based on the Crystal Reports software system can be quickly developed internally and immediately deployed onto the extranet for customers who have specific reporting requirements. Any customer who would like access to the company extranet should contact their sales representative who will set up their account in the extranet and provide login information to them as well as discussing any custom reporting requirements to supplement the standard launch pad reports.

About Technical Manufacturing Corporation

Technical Manufacturing Corporation is a Connecticut-based contract electronics manufacturing company that has been successfully providing electronics manufacturing services to companies worldwide since 1985. We build a wide variety of electronic and electromechanical products for our customers, which are used in many different commercial and military applications across all industries including the medical, computer, automotive, aerospace, test & measurement and telecommunications industries. For more information, please visit us on the internet at www.techmfgcorp.com or contact David Bonito, Sales & Marketing Manager by email at dbonito@techmfgcorp.com or by phone toll-free at (888) TECH MFG.

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