



WELCOME TO SPINDLE

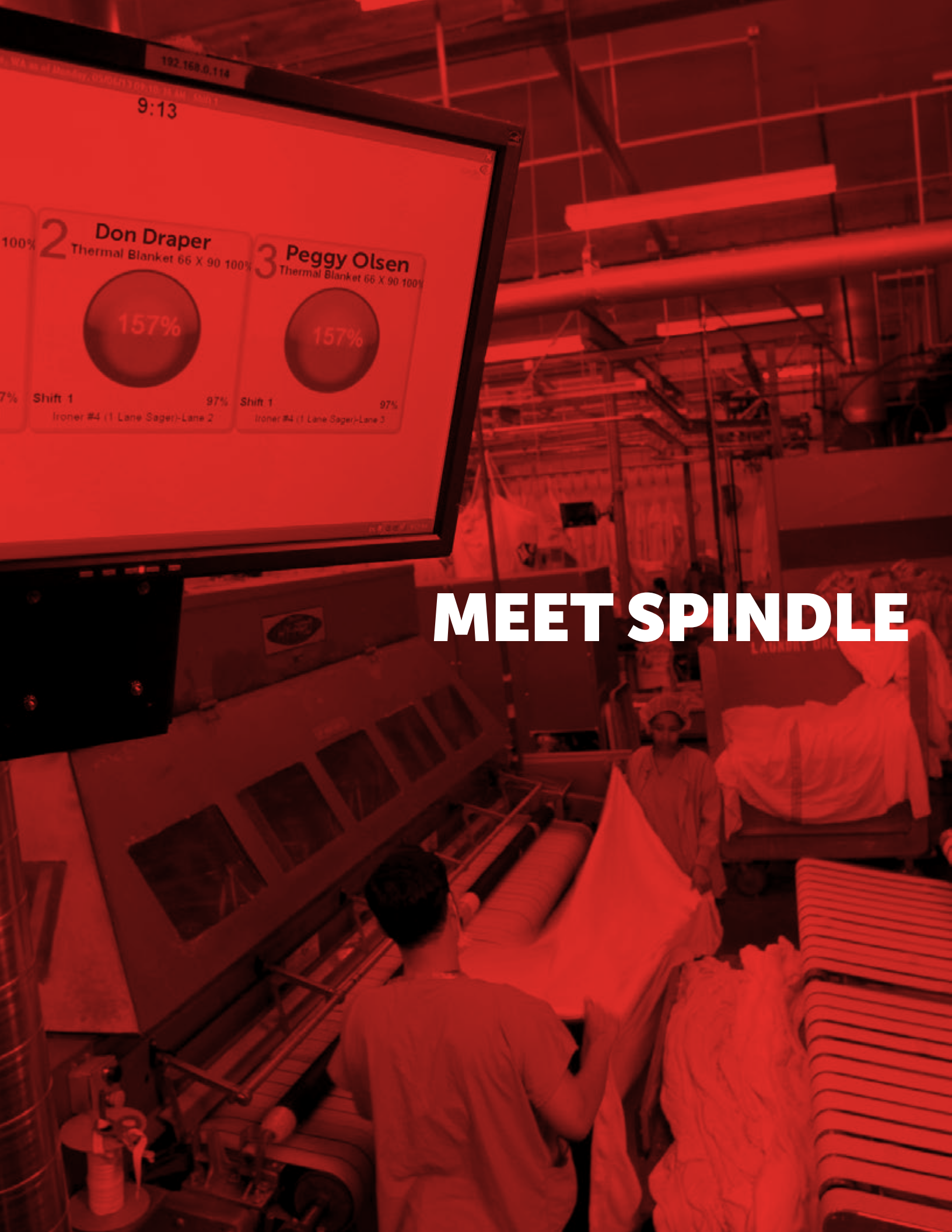
MAKING A GOOD
WORKPLACE GREAT



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192.168.0.114

9:13

2 Don Draper

Thermal Blanket 66 X 90 100%

157%

Shift 1

Ironer #4 (1 Lane Sager)-Lane 2

97%

3 Peggy Olsen

Thermal Blanket 66 X 90 100%

157%

Shift 1

Ironer #4 (1 Lane Sager)-Lane 3

97%

MEET SPINDLE



SPINDLE IS EASY TO USE AND IT'S SUPER
FRIENDLY. IT'S A TEACHABLE PRODUCT.

ANDREW O'NEIL

GET READY FOR SOMETHING NEW

Operating a commercial laundry has never been easy, but with consolidation in the marketplace, rising labor costs, and a shrinking labor pool—there's an extra emphasis on the need to improve operational performance in order to stay competitive.

Spindle is an operations management platform that's designed to help companies overcome these challenges. Our solution provides all your employees—including executives, managers, supervisors, engineers, and production employees—with the real-time data they need to perform at the highest level.

With your recent purchase of Spindle, your organization is on its way to unlocking the true potential of your plant. We're thrilled to begin our journey together and want to welcome you to the Spindle Community.

WHAT IS SPINDLE?

Spindle is a powerful data gathering tool that uses intelligent software in conjunction with physical hardware to provide insight into your plant efficiencies like never before!

HOW DOES IT WORK?

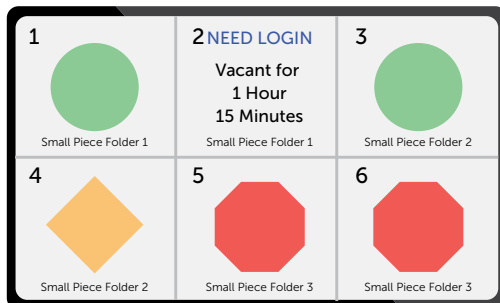
1

Spindle automatically collects, inputs, analyzes, and displays data around your plant.



2

This data then provides your employees with real-time feedback that helps create alignment, purpose, and attention to results.



3

In turn, this provides management with better visibility into daily operations that helps identify where the top areas are for improvement around your plant.



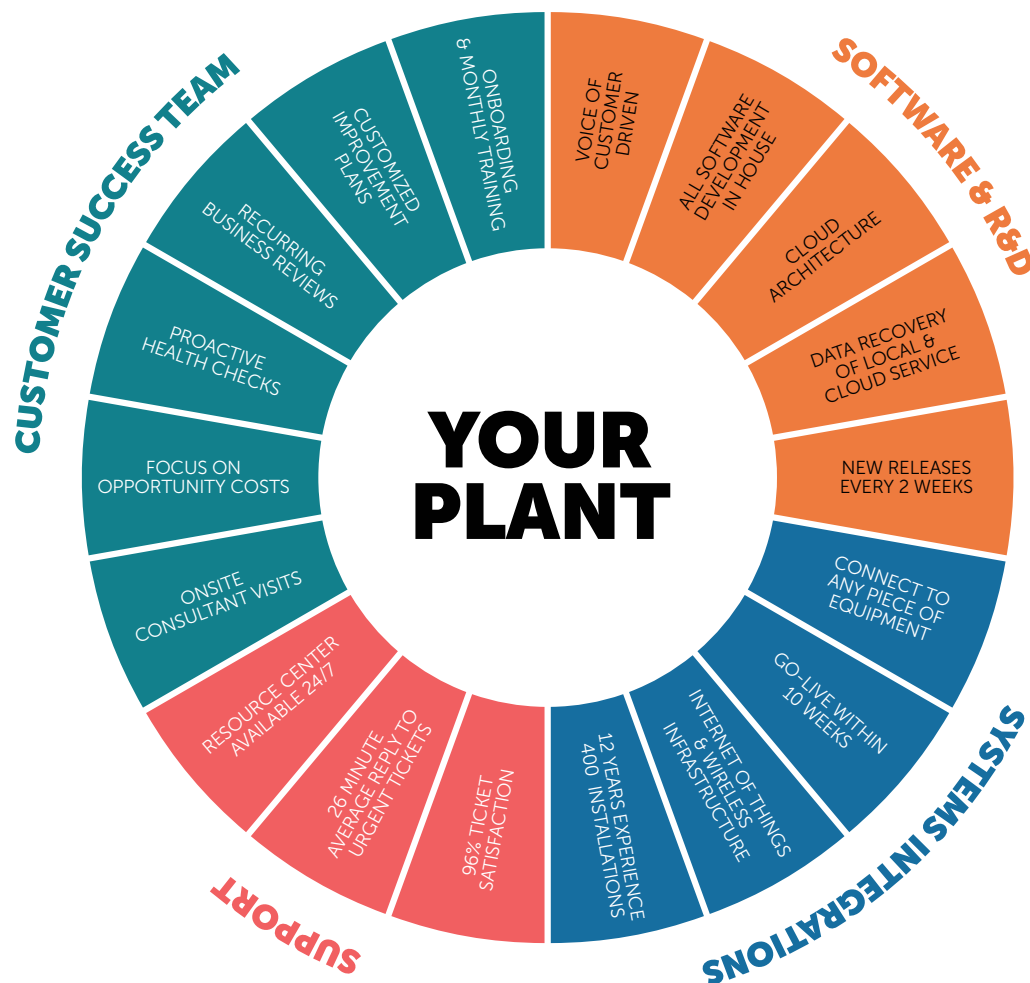
4

Ultimately, you can increase team effectiveness, employee engagement, employee retention, and transform the culture of your entire team—making a good workplace great.

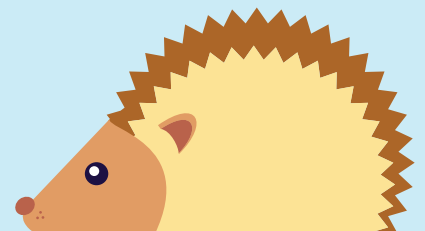


YOUR SPINDLE JOURNEY

With over 400 locations installed and onboarded over the last decade we've learned a lot. Which is why we've adjusted our entire organization to obsess over improving the customer experience and fine-tuned our processes to guarantee every installation is a success.



LEADING TECHNOLOGY AND INDUSTRY EXPERTS WHOSE
SOLE FOCUS EVERY DAY
IS TO HELP LAUNDRIES OPERATE BETTER.



TRANSFORM YOUR BUSINESS IN 3 MONTHS

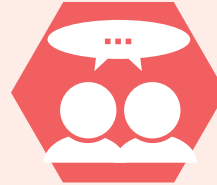
8 STAGE IMPLEMENTATION TIMELINE



PRE-IMPLEMENTATION



CONNECTIVITY



ON-SITE TRAINING



ONBOARDING

PRE-CALL & DATA GATHERING

Spindle Project Manager and local stakeholders kickoff email communication & conference call to set project expectations and begin data gathering.

1

PRE-IMPLEMENTATION

Spindle Project Manager onsite visit for completion of full data gathering for configuration of Spindle Software including: detailing network layout, equipment placement, count inputs, tasks, classifications, and electrical requirements. Equipment scope is agreed and signed off for creation of purchase order.

2

PARTS ORDERED & CONFIGURED

Purchase order received by Spindle. All equipment for the project is ordered and configured before shipping.

3

LOCAL FACILITY INSTALL POWER & ELECTRIC

Local facility responsible for installation of electrical requirements detailed during the Pre-Implementation visit.

4

EQUIPMENT DELIVERED

Equipment is delivered to the implementation site just prior to the scheduled Connectivity Week. As it's received, please ensure it is stored in a safe location.

5

SPINDLE INSTALLATION & CONNECTIVITY

Team of 2-4 (depending on size of installation) Spindle field engineers onsite for 1-2 weeks to install and connect all equipment necessary for implementation.

6

GO-LIVE & VALIDATION

Spindle Project Manager on site for Validation, Go-Live, and Basic Training.

7

TRAINING, CORPORATE SUCCESS ONBOARDING, ONGOING SUPPORT

Spindle Corporate Trainer on site for detailed training and hand-off to Spindle Customer Success Team. Trainer helps identify any pieces of equipment that may need additional support.

8

A construction worker wearing a white hard hat, safety glasses, and a white high-visibility jacket is looking down at a tablet computer. The entire image is overlaid with a semi-transparent red filter. The background is dark and out of focus, showing some blurred lights and structural elements of a construction site.

PRE-IMPLEMENTATION VISIT

“THE PPOH IMPROVEMENT HAS
EXCEEDED OUR EXPECTATIONS,
BUT MORE IMPORTANTLY OUR
EMPLOYEES CAN FEEL WHAT
SUCCESS FEELS LIKE BECAUSE OF
THE REAL-TIME FEEDBACK AND
THAT IS PRICELESS.”

VAUGHN AUSTIN

INTRODUCTION

The Pre-Implementation week is vital in ensuring your team's long-term success with Spindle. Over the course of the week, our team will work with your team to better understand your day-to-day operations and learn of any challenges unique to your plant. This helps us create a Spindle solution designed specifically for your operation.

By the end of the week, our teams will have an agreement in scope for the project (which equipment to order and recommend locations for the hardware), as well as a schedule defined for the rest of your implementation journey.

BEFORE YOUR PROJECT MANAGER ARRIVES

HAVE AN ELECTRICAL CONTRACTOR SCHEDULED TO BE ON SITE THURSDAY

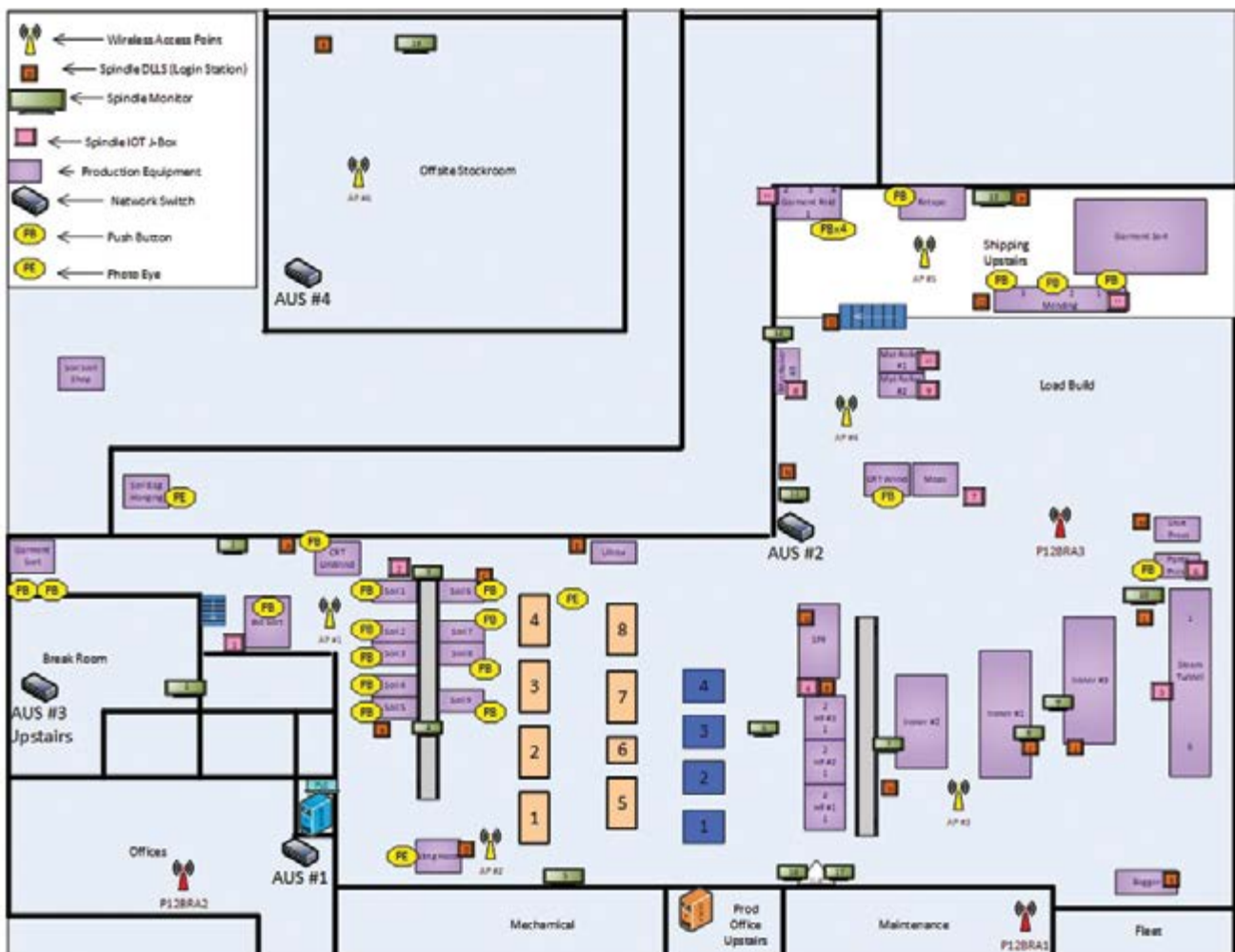
For Spindle's hardware to work, there needs to be electricity! Every monitor and Login Station will need to have a power outlet within 4 feet. On Thursday, we'll walk through our recommended locations for each piece of hardware and where these outlets will need to be. If you won't be doing the electrical work yourselves, you'll need to ensure your contractor is available to meet with our team Thursday morning.

COMPLETE OUR INFORMATION REQUEST DOCUMENT

Before our visit, our team will send a document requesting information regarding the type of equipment, classifications, and standards you have around your plant. Please ensure this is completed before we arrive as it allows our team to spend more time understanding your processes and less time on documentation.

ENSURE KEY STAKEHOLDERS HAVE AVAILABILITY THROUGHOUT THE WEEK

This week is all about designing the optimal solution for you. It is important that key stakeholders, including IT and Engineering personnel are available to meet with our Project Managers during this time so they can understand the complete picture of your operation.



PRE-IMPLEMENTATION DAILY BREAKDOWN

Below is an outline of what the Pre-Implementation week will look like. Your Spindle Project Manager will schedule meetings with key stakeholders to ensure we get all the necessary information and address any questions that emerge throughout the week.

DAY 1

- Introduction with the local Operations Leadership Team and identification of key stakeholders for the week
- Plant tour
- Update Plant Overview documentation (if necessary)

DAY 2

- Spindle Project Manager prepares project documents based on SOP and location layout
- Meeting with stakeholder(s)
 - Progress & questions
 - Review of Direct Labor Programming, Equipment, Tasks, and Standards
- Walkthrough for creation of the initial and potential final scope

DAY 3

- Continued data gathering by Spindle Team in the plant
- Meeting with stakeholder(s)
 - Progress and questions
 - Discuss equipment layout questions & concerns
- Walkthrough for review of the final scope

DAY 4

- Walkthrough with local engineering and electrical contractor
- Meeting with stakeholder(s)
 - Final proposal and Project Documentation reviewed
 - Next steps discussed; confirm project roadmap & schedule
 - Stakeholder's final signoff



A hand is shown plugging a white Ethernet cable into a network switch port. The background is a blurred server rack with various ports and labels. The entire image has a red color overlay.

CONNECTIVITY & GO-LIVE

“ I HAVE BEEN ABLE TO FIND WHERE
PEOPLE ARE STRONGER. THEY
MAY BE WEAK IN AN AREA AND
BY MOVING THEM SOMEWHERE
ELSE, THEY IMPROVE. I HAD
SOMEONE ON THE BULK FOLD
AREA AND SHE WASN'T DOING
WELL. I MOVED HER TO THE PRESS
AREA AND HER NUMBER SHOT UP
TO 96% EFFICIENCY. ”

MATTHEW SMITH

INTRODUCTION

The purpose of the Connectivity & Go-Live phases are to install the equipment, validate the counts going into the Spindle system, and train your employees on the fundamentals of Spindle over the course of the two separate weeks.

During the Connectivity week, our team will connect the Spindle server to your network, mount the monitors and Login Stations, connect all Spindle IoT devices, and validate the counts from your machines are coming in as expected.

The following week is the "Go-Live." Over the course of the week, the team will re-validate that all machines are set up correctly, train production employees on proper Login Compliance, distribute credentials for SpindleLIVE, train management how to Add/Remove Users in the Spindle System, and introduce the team to Spindle Support.

BEFORE THE SPINDLE TEAM ARRIVES

CONNECTIVITY

Ensure All Electrical Work Is Complete

Please ensure all electrical work requested from the Pre-Implementation visit is completed! The hardware being installed needs electrical outlets within 4 feet in order to work. Not having this ready on time will likely delay the expected startup of Spindle.

Secure Spindle Equipment in Safe Location

Spindle equipment will arrive a few weeks after the Pre-Implementation week. As it's received, we ask that you please store it in a safe location, so there are no surprises and all equipment is accounted for when the team arrives.

Maintenance Team Available for Questions

Throughout the week, the Installation Team may have some questions. Having the Maintenance Team available for questions is vital to overcoming any roadblocks that may occur during installation.

GO-LIVE

Ensure Key Stakeholders Have Availability Throughout the Week

This week is all about developing the fundamentals to ensure your team's success with Spindle. It's important that anyone that will be interacting with SpindleLIVE has availability throughout the week to learn the very basics with Spindle.

CONNECTIVITY WEEK

During the Connectivity visit, our team will use the information gathered in the Pre-Implementation visit to hit the ground running. Each day, our team will work on installing Spindle equipment around the plant. Over the course of the week all monitors, Login Stations, servers, and IoT devices will be installed and tested to ensure everything is working as desired.

Aside from being available for questions, your team will have minimal responsibilities with Spindle during this week. You can relax. We've got this.



GO-LIVE DAILY BREAKDOWN

This is where the fun begins. During the Go-Live visit, your team will be trained on the fundamentals with Spindle. While we preach to only focus on Login Compliance for the first couple of weeks after the Go-Live, you'll begin to see the data from around your plant trickle in showing you opportunities around your plant by the end of the week.

DAY 1

- Validate monitors, Login Stations, IoT devices, and Spindle Server
- Training: Train the Trainers
 - Login Station operation
 - Break/Lunch/Meeting/End Shift
 - Equipment/Lane classification selection
 - Manual Entry
- Print and hand out RFID cards with labels

DAY 2

- Validate counts into devices, web displays, and SpindleLIVE
- Training: Login/Logout
- Confirm all employees can identify where to login for each task they perform
- Conduct programming changes as required
- All counts validated and available employees logged in by end of day

DAY 3


- Training: Spindle Admin
 - Add/Remove users
 - Assign users to lane
 - RCTE (if applicable)
 - Work plan (if applicable)
- Program plant PC shortcuts (Spindle admin, SpindleLIVE, Spindle Support)

DAY 4 / 5

- Training: Introduction to SpindleLIVE and Spindle Support site
- Plant walkthrough for maintenance personnel
 - Equipment connectivity
 - Wiring
 - Troubleshooting
 - support@spindlelive.com
- Spindle Installation Acceptance

A group of people are seated around a large conference table in a modern office setting. A person stands at the far end of the table, pointing towards a whiteboard. The entire image is covered with a semi-transparent red filter. The text "STARTUP TRAINING" is centered in white, bold, uppercase letters.

STARTUP TRAINING



“THE ONGOING MONITORING BY
SPINDLE AND REGULAR FEEDBACK
WITH ACTIONABLE INFORMATION
IS WHAT SETS THEM APART.”

JIM BUIK

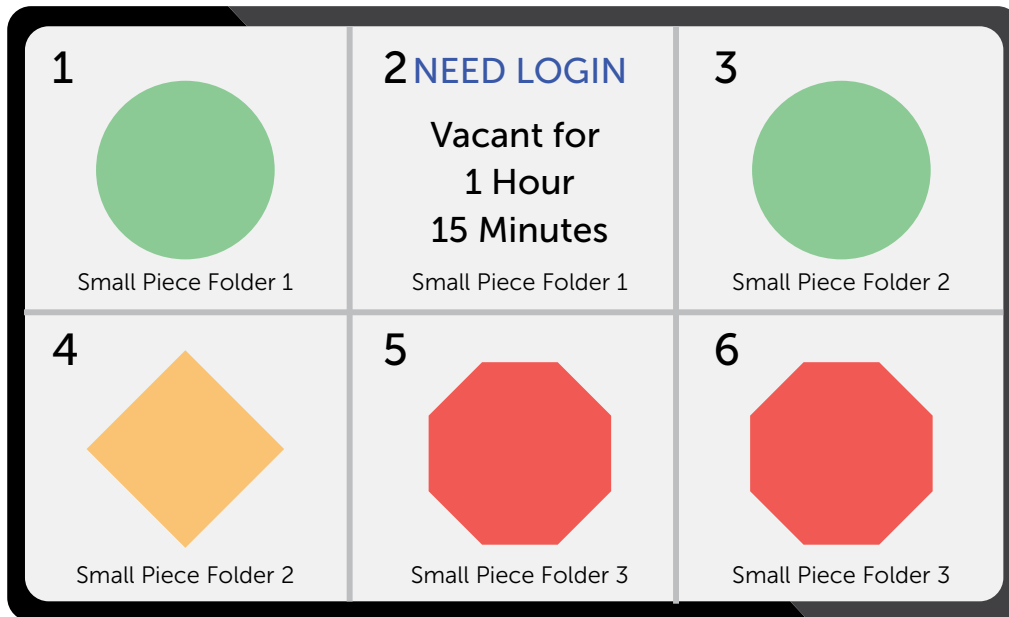
INTRODUCTION

Spindle Training week is designed to provide your team with onsite training on the functionality and capabilities of the Spindle system. By the time the training is complete, your team will have built the foundation to start leveraging the power of Spindle to achieve your operational goals. While the Training Week builds a foundation, the next step in your journey is to start building the rhythm and discipline of leveraging Spindle in your daily work. We like to think of these new rhythms and habits akin to building a new muscle—it will take some practice and commitment, but in the end this new muscle will make you stronger. As you build this muscle, we also encourage you to visit our [Spindle Help Center](#).



BEFORE YOUR TRAINER ARRIVES

You have undoubtedly heard the phrase “garbage in, garbage out.” We prefer a motto of “No Garbage” when discussing the data we feed into the Spindle system. The number one thing to focus on after your Spindle Project Manager leaves is to identify any potential data integrity issues. The areas to focus on are:



ENSURING LOGIN COMPLIANCE

You can ensure Login Compliance by looking for “Not Assigned” counts (“NA Counts”). This occurs when the Spindle system is getting counts without proper login. The employee could be logged into the incorrect lane, logged into the wrong status, or not logged in at all. You can simply walk the floor and look for “Needs Login” icons on the visual displays or you can identify by viewing the Alerts in www.SpindleLIVE.com. We recommend timely, on-the-spot coaching for your team so they can start to build good habits surrounding Login Compliance. Best in Class operations have NA Counts < 1.0% (but anything < 3% is okay).

IDENTIFYING EMPLOYEE EFFICIENCY OUTLIERS

Outliers can skew your data and impact decision making. We consider anything <75% or >120% to be an outlier. If you see any outliers like this, especially when it comes to the same classification or same employee, we recommend noting it so we can review together. We commonly find that a sensor may need an adjustment, a new employee may need more training, or standards may need to be updated.

IDENTIFY JOB FUNCTIONS NOT CAPTURED

Although rare to find after your Go-Live week, sometimes we find job functions performed within the plant that are not being captured by Spindle. Please keep a list to review with your Trainer.

WHAT TO EXPECT THIS WEEK

For Spindle Training week to be successful, it is extremely important that all of your team members that are key Spindle users are on site and available throughout the week.

BOARDROOM TRAININGS

All employees that receive a SpindleLIVE login should attend. We will cover the keys to leveraging Spindle and follow a guided tour within the software to unlock some tips and tricks.

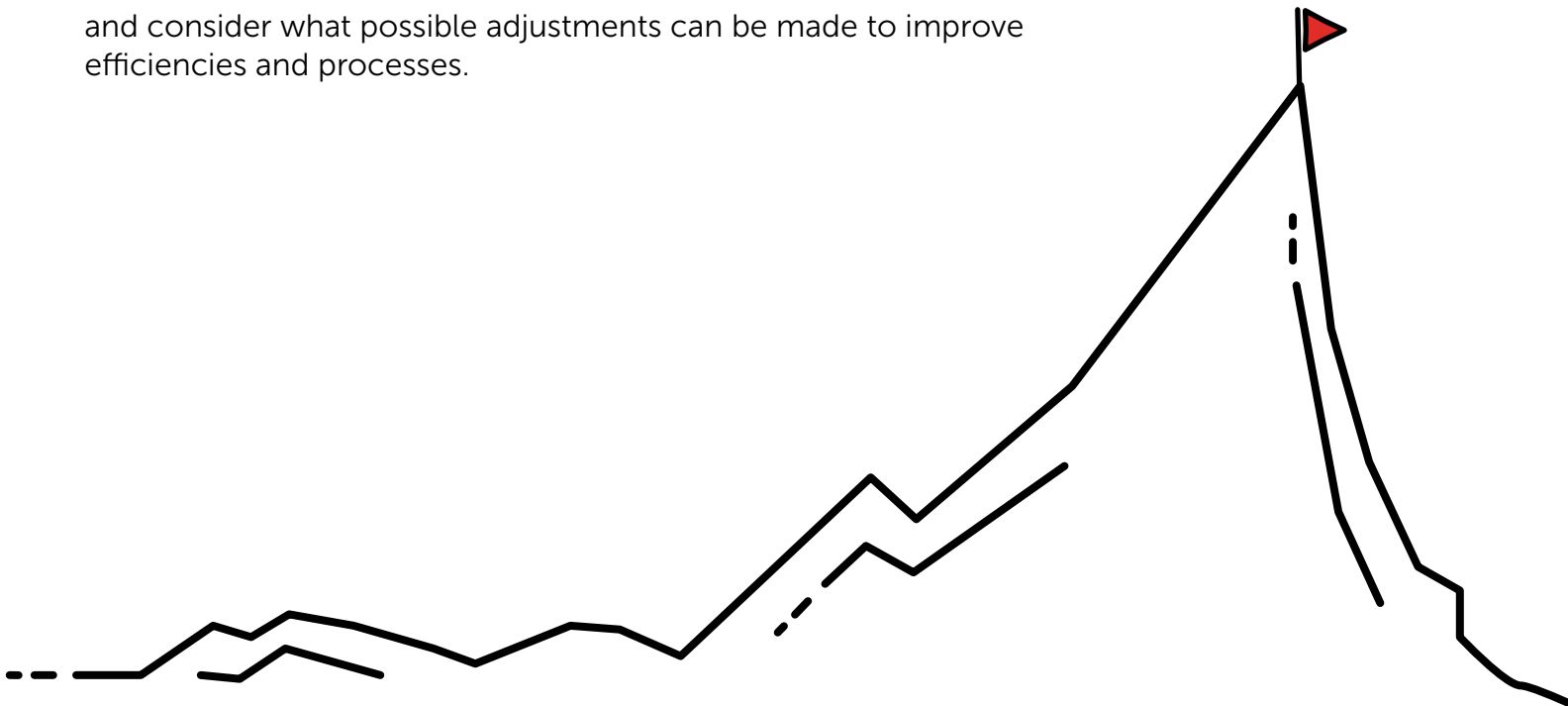
If available, laptops recommended for all attendees.

ON THE FLOOR 1:1 TRAININGS

Training will also be done at managers' and supervisors' individual workspaces. The Trainer will facilitate customized trainings based upon roles while checking for understanding of SpindleLIVE navigation.

IDENTIFYING EARLY WINS TOGETHER

Toward the end of the week, the Trainer will work with managers and supervisors on identifying opportunities using SpindleLIVE data. This data can then be used on the floor to review the identified areas and consider what possible adjustments can be made to improve efficiencies and processes.



TRAINING WEEK DAILY BREAKDOWN

The below schedule is designed to give you a rough outline of what the Training Week will entail day by day. Your Trainer will work around your production schedule and can be flexible to business needs; however, it is important that each session be completed, and that time and attention is given to Spindle training.

DAY 1

- Introductions & kickoff meeting with all SpindleLIVE users
- Q&A with team
- Report any Spindle issues (monitors, Login Stations, high & low efficiencies, etc.)
- Bring up any missing job classifications
- Overview of the week ahead
- Plant Manager and/or Production Managers to give Trainer a plant tour, allowing them to get familiar with plant as well as review Spindle setup
- First boardroom meeting (login/logout compliance)

DAY 2

- Review login/logout compliance
- Spindle Admin review
- Login Station review with leads/supervisors/managers (knowledge check that all functionalities are understood)
- Boardroom meeting focused on opportunity
- Individual one-on-one trainings
- Employee training as needed

DAY 3

- Review login/logout compliance and opportunity
- Spindle Support review
- Spindle reports training
- Time on floor with Trainer and Plant Manager/Production Manager to observe plant operations and possible improvement opportunities
- Individual one-on-one trainings
- Employee training as needed

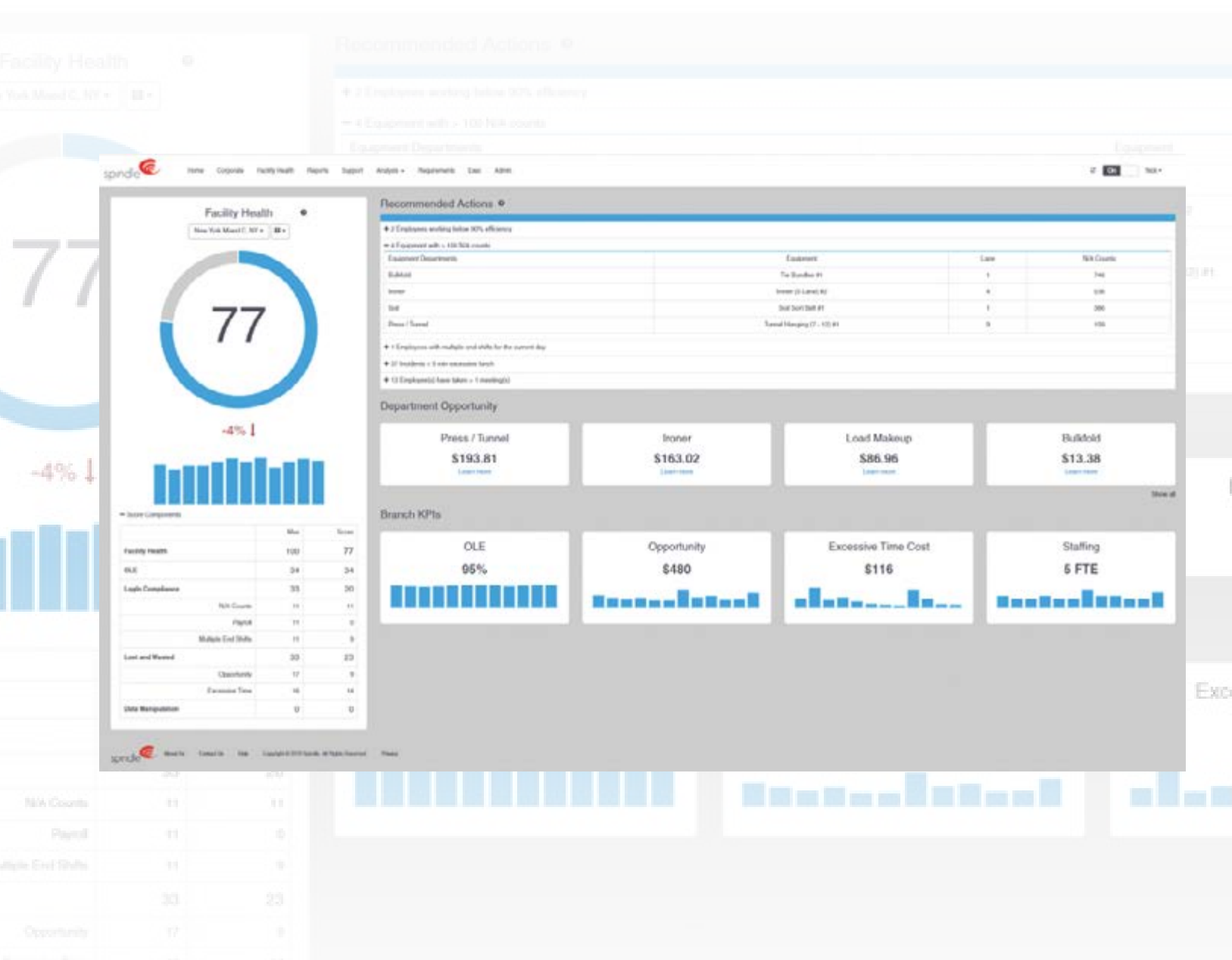
DAY 4

- Boardroom training overview and knowledge check
- Individual one-on-one trainings
- Wrap up meetings

NAVIGATING SPINDLELIVE

Do you know how many employees are still logged into lunch after the break is over? What about which classification had the most “Lost Hours” the previous week? It’s important that you understand where in SpindleLIVE you go to find the answers to questions like these.

Before your Trainer leaves, they’ll make sure you are comfortable navigating the most powerful features in SpindleLIVE to help find opportunities around your plant.



TRAINING WEEK CHECKLIST

We will cover a lot this week, so feel free to use this checklist to track your team's progress. We love training week because of the energy and ideas we get from so many different people. We hope you love it too!

BUILDING THE FOUNDATION FOR SUCCESS

- ☐ Validation Login/Logout compliance
- ☐ Understand how data is collected from every job classification
- ☐ Understand Login Station capabilities
- ☐ Understand the data displayed on monitors

NAVIGATING SPINDLELIVE ON PC, TABLET, & SMARTPHONE

- ☐ Facility Health Page
- ☐ Facility Page
- ☐ Team Status Page
- ☐ Employee Page
- ☐ Analysis Page
- ☐ Running Reports

HELPFUL RESOURCES

If viewing digitally, just click the link. Otherwise use the QR code with your tablet or smartphone to view the article on your device.



What Are NA Counts and Why Are They Important?

shorturl.at/gAMYZ



Editing Automated Time or Counts (RCTE)

shorturl.at/ghqF6

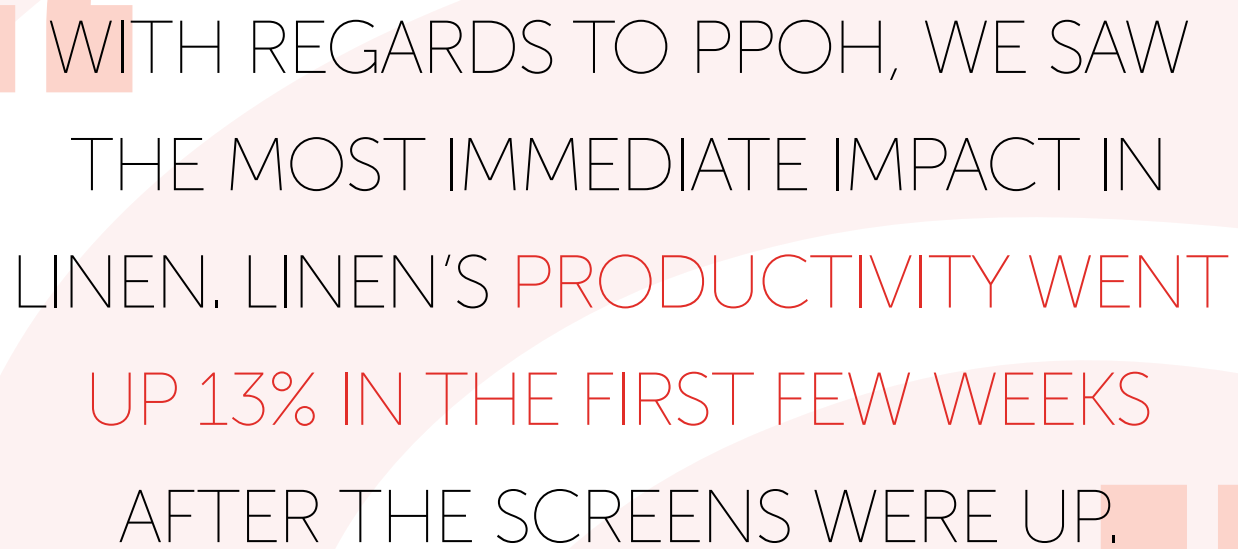


Tip of the Day: Have Someone Responsible for Ending All Shifts When They Leave

shorturl.at/ctwVY

A person with their hair in a ponytail, wearing a light-colored t-shirt, is seen from behind, working at a table in a workshop. The background is filled with various tools and equipment, all of which are overlaid with a strong red tint. The text "SUCCEEDING WITH SPINDLE" is centered in white, bold, uppercase letters across the middle of the image.

SUCCEEDING WITH SPINDLE



“WITH REGARDS TO PPOH, WE SAW
THE MOST IMMEDIATE IMPACT IN
LINEN. LINEN’S PRODUCTIVITY WENT
UP 13% IN THE FIRST FEW WEEKS
AFTER THE SCREENS WERE UP.”

SHANE SUDA


INTRODUCTION

Even after your team has proven to be rock stars at Login Compliance and you are comfortably navigating SpindleLIVE, we are just beginning our journey together.

Our guides, articles, and videos are there to help you sharpen your Spindle skills so you can help deliver exceptional results to your bottom line. Even when you become a seasoned pro, we encourage you to check out all the resources available to help you succeed.

ONBOARDING GUIDES

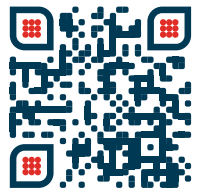


Whether you need a refresher after your Trainer leaves or you have a new supervisor join, we've got you covered with these self-guided trainings. You can get there by selecting the  in the lower right corner of any page in SpindleLIVE.

ARTICLES



We have taken the most frequently asked questions over the years and created a Spindle Help Center designed to help our customers find what they're looking for. We're constantly updating it with articles that cover anything from best practices to troubleshooting equipment.



VIDEOS & PLAYLISTS



If videos are more up your alley, we have short, digestible tutorials for our most popular features.



A TEAM DEDICATED TO YOUR SUCCESS

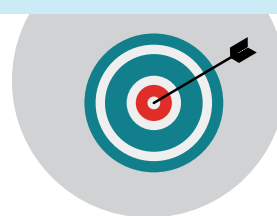
ONBOARDING CALLS



TIPS & TRICKS



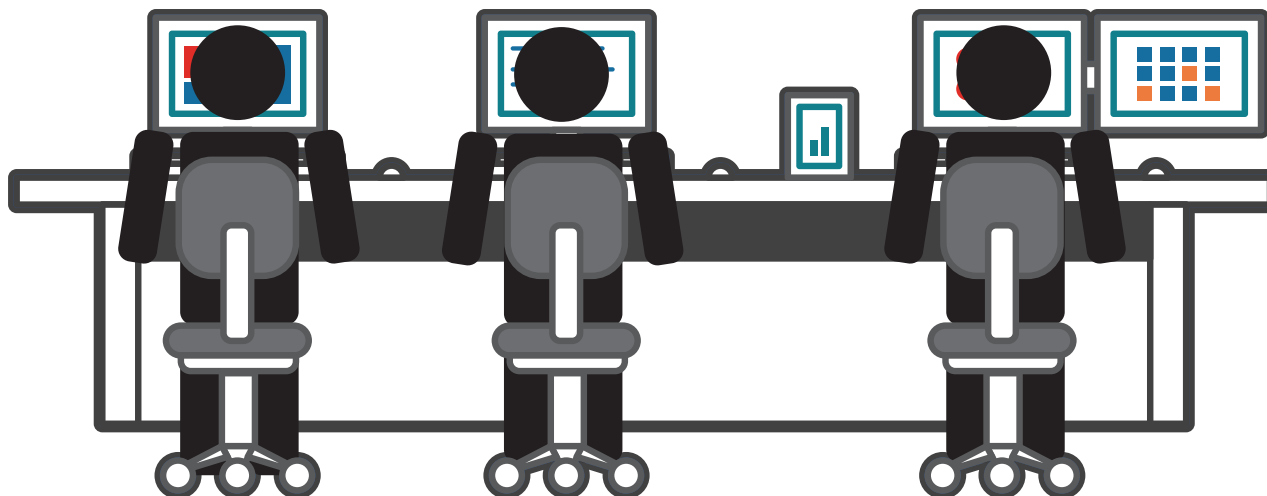
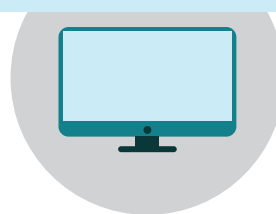
BEST PRACTICES



RECURRING BUSINESS REVIEWS



NEW PRODUCT TRAINING



WE SUCCEED WHEN YOU SUCCEED

Our Customer Success Team has one mission: Help you succeed. Although every plant is unique, we have learned that there are always quick wins and always more rocks to overturn. If you have Operational Goals you have set out to achieve, we are here to help. If you want to lean on the Spindle Customer Success Team to identify areas of opportunity, we are eager to take that step together. Either way, creating and sustaining a LEAN culture is never ending and we are excited that Spindle is a part of the journey with you!

SPINDLE GOAL SETTING GUIDE

During your onboarding we will work together and identify goals. We invite you to use this template to fill out some goals ahead of time or we can develop them together.

TARGETS The "What"	OUTCOMES Define Success When		REFLECT Status / Thoughts
GOAL #1			
GOAL #2			
GOAL #3			

UNRIVALED TECHNICAL SUPPORT

96%

TICKET SATISFACTION

We understand that no software is perfect and hardware breaks. That's why we have a world class Technical Support Team dedicated to delighting our customers. So when a problem does arise, we respond quickly and effectively to ensure the problem is solved in a timely manner.

It's important you know how and when you should reach out to this team for help, as well as understand the expected response time given the incident's level of severity.

WHEN SHOULD YOU REACH OUT TO THE SUPPORT TEAM FOR HELP?

If you are unable to resolve an issue using the Spindle Support Center, you should submit a ticket with as much detail as possible to support for help. You can either submit an email directly to support@spindlelive.com or submit a support ticket through the SpindleLIVE Resource Center in SpindleLIVE . By submitting a ticket in either channel, it will create an open ticket in our system.

AFTER SUBMITTING A TICKET, WHAT SHOULD YOU EXPECT?

Spindle Support will make every effort to respond to all incidents submitted within a timely fashion. In the event we are unable to respond to a ticket in the same day, the team will prioritize all issues based on severity. The following list outlines the proper definition along with the severity level and projected response times:

URGENT

Entire Spindle system is down, which results in entire production unable to be tracked.

Expected Support Response Time – Within 1 Hour.

HIGH

Production equipment piece or critical feature or function of the Spindle software is not working as designed.

Expected Support Response Time – Within 8 Business Hours

NORMAL

Feature or function of Spindle software is currently not functioning as designed or a monitor isn't working.

Expected Support Response Time – Within 48-72 Business Hours

LOW

"How-to" questions, system changes, or modifications.

Expected Support Response Time – Within 5-7 Business Days

HAVE AN IDEA THAT WOULD ENHANCE YOUR SPINDLE EXPERIENCE?

Here at Spindle, we take product feedback seriously. We strive for our development of new and improved products to be customer-led, and the first piece of this is listening to our customers.

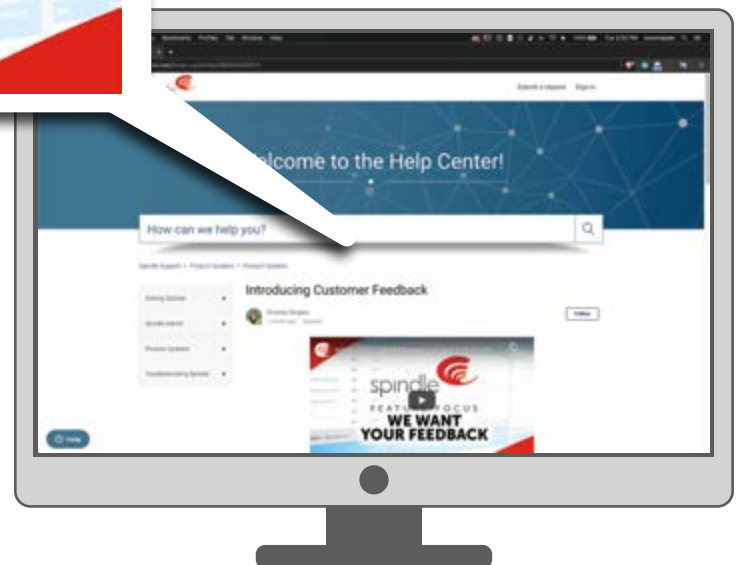
We use your feedback to help identify the most important features, ideas, and opportunities so that you can get the most out of using our product.

By giving us your product feedback, you have a direct vote in our product's evolution. You will have a constant reference to where your feedback is in our development funnel and have a chance to vote on other customers' feedback requests. Ultimately, your feedback will help us build and develop a better product for you.

CUSTOMER FEEDBACK

All Spindle Users now have the ability to submit feature requests, enhancements, vote on other user requests, and track progress throughout the development life cycle.

Learn more about how you can make your voice heard.





A photograph of a person's hands working with large rolls of paper on a machine, overlaid with a red tint. The text "GROWING WITH SPINDLE" is centered in white, bold, uppercase letters.

GROWING WITH SPINDLE

“OUR SOIL SORT PRODUCTION WAS
IN THE 60 PERCENTILE AND NOW
WE INCREASED IT TO 100% JUST BY
INTRODUCING A NEW STANDARD
OPERATING PROCEDURE.”

REBECCA KOURY

INTRODUCTION

If you've read this far, it means you're well on your way to becoming a power user of Spindle. But, where do you go once you've mastered the fundamentals?

We're constantly releasing new features and enhancements meant to improve the customer experience. Make sure you keep an eye out for announcements and reach out to your Customer Success Manager to learn how they can help your organization.

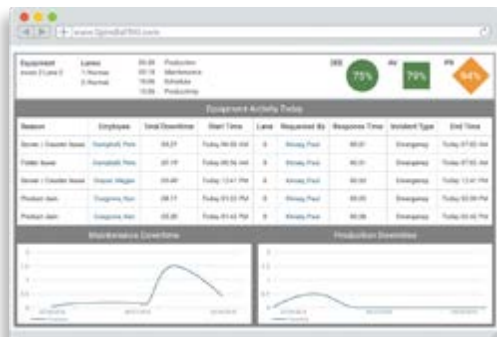
Spindle has several different product offerings designed to make your organization as lean as possible. This section will highlight products our customers typically "grow" into once they're ready for the next step.

SPINDLEPRO

Less Downtime, More Production Time

SpindlePRO will help improve your capacity utilization, monitor Overall Equipment Effectiveness, and ultimately help make better Capex Decisions.

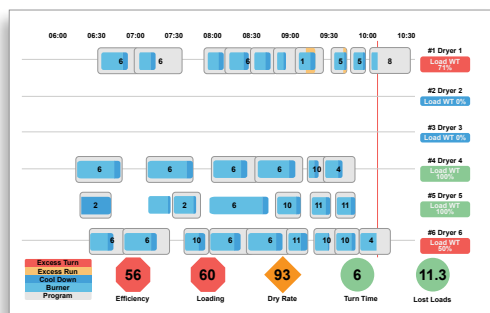
- Equipment Downtime
- Visibility into Maintenance Team activities
- Equipment Throughput
- Asset Management



DRYER EFFICIENCY TRACKING

Improve Dryer Turn Times, Loading, and Fire Prevention Safety

Add Visual Workplace displays, Alerts, and reporting to improve the operational efficiency and cool down safety of dryers. Measure Dryer Run Time & Turn Time with Alerts when a formula runs longer than the programmed time or takes too long for the next load to be started. Receive real time Alerting and reporting when a cool down cycle is less than the required programmed time.



WATER & ENERGY

Uncover Hidden Expenses

Understand energy usage to lower operating costs and improve equipment performance with our Water & Energy tracking solution.

- Automated Gas, Water, & Electric Monitoring
- System Temperature Monitoring
- Utility Usage Trend Charts
- Real-Time Alerting



REQUIREMENTS & STAFFING

Accurately Allocate Personnel to Meet Daily Demands

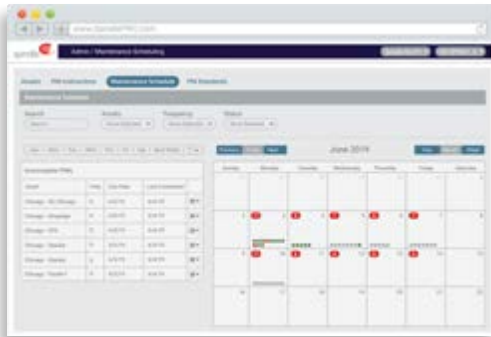


Track your production requirements as your labor and equipment complete their planned work for the day.

- Identify Production Shortages, Overages, or Delays in Real-Time
- Track by Department or Classification

MAINTENANCE SCHEDULING

Your Maintenance Program Just Got a Whole Lot Easier



Schedule and monitor daily, weekly, and monthly tasks for your maintenance team in real-time.

- Schedule & Track Preventative Maintenance
- General Work Order Management
- Programmable Online Preventative Maintenance Library

TIMECLOCK INTERFACE



Export Your Spindle Hours to Your Time & Attendance System or Payroll System

Pay based on the actual production hours automatically collected for personnel at equipment. Use Spindle's components and save on the cost of login/logout hardware from your payroll vendor.

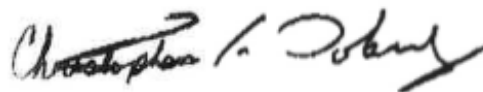
A LETTER FROM SPINDLE'S PRESIDENT



Thank you for choosing Spindle as your technology partner. Spindle's parent company, Dober, has been servicing the Commercial Laundry industry for 32 years. Spindle owes its origin to listening to Laundry operators. We saw an opportunity to fill a need in the industry for operations software that could connect with all your equipment and team members. So in 2007 we formally announced Spindle to industry at the CleanShow.

Since then Spindle has rapidly become the leading Operations Management software for Commercial Laundries. It was designed by Commercial Laundry experts for Commercial Laundries. Spindle is rapidly approaching 400 Commercial Laundry Installations worldwide. Our passion for driving efficiencies in Commercial Laundries is the fuel of our success

We are thrilled to begin this journey with you and your team. Let's start driving those efficiencies...

A handwritten signature in black ink, appearing to read "Christopher A. Dobrez".

Chris Dobrez
President



