



Job Title: Deployment Manager

Why Arcstone?

Arcstone is a fast-growing startup whose mission is to accelerate the digitization of the global supply chain, starting by bringing the manufacturing industry into Industry 4.0 and beyond.

Our vision is to enable a world where products are made sustainably faster, better and cheaper with our software as the backbone to make this happen.

Imagine scanning a product in a store and being able to trace the entire history of how it was made. What materials were used? Where did they come from? How much electricity and water did it consume? How did it impact the world?

With this information at our fingertips, there will no longer be any excuse for irresponsibly made products that are bad for the earth. Consumers will be empowered to bring about the change they want to see in the world and secure a better future for generations to come.

With your help, we can make this a reality.

How will we achieve this?

Arcstone is at the forefront of helping manufacturers gain better visibility and optimization of their production processes through digitization. Our flagship product, a cutting-edge manufacturing execution system (MES), enables manufacturers to respond faster and better to customer needs.

By helping our clients reach their maximum potential through our software solutions, we are simultaneously building the critical foundation for the data-driven manufacturing ecosystem that will make our vision a reality.

Where are we now?

Arcstone has worked with numerous companies globally, from large MNCs to small MNEs and successfully transformed their production operations into the new age of digitalization. In addition, Arcstone has partnered the globally recognized Top 3 consulting firms, leading systems integrators, and industrial hardware and automation companies to continue to expand our presence and reach.

Arcstone has recently completed a new round of venture capital funding with existing and new investors who believe in our vision, including Wavemaker Partners, Enterprise Singapore, 500 Startups, Global Brain, and Aletra Capital Partners. We are accelerating towards the next phase of our mission and are looking for talented individuals to join our dynamic, collaborative and passionate team.

What will be your role?

In order to provide the best possible solutions to our clients, Arcstone requires exceptional talent ever ready to assume key roles in meeting our client's varied manufacturing needs. We are looking for talented problems solvers who can not only bring creative and practical solutions, but who also demonstrate curiosity and are always passionate to learn on the job.

As a Deployment Manager, your primary focus will be working with multiple dedicated teams to ensure that our tools best meet the needs of our customers. The Deployment Manager plays a key role as

ARCSTONE PTE. LTD.

UEN No. 201314580M

38 Alexandra Terrace, #03-00, Singapore 119932 | Tel: 65-6909 5381 | recruiting@arcstone.co



Arcstone's intermediary between R&D, sales, partners and customers and is responsible overall for the successful scoping and implementation of Arcstone's solutions for our customers. You will also serve as a key contributor on cross-functional teams to help guide our product development roadmap, helping us cut through the noise of customer wants to derive what they truly need.

You will be directly responsible for designing, scoping, customer training and overseeing the implementation/deployment of Arcstone's products to cater to our customer's specific manufacturing needs. By working on multiple implementation projects simultaneously, you will also provide the executive team with the comprehensive real-time visibility required to prioritize our resources efficiently across projects. Overall, you will work closely with our customers and partners to support their effective use of our products in their own facilities.

Other than your client facing responsibilities, you will also be responsible for some crucial aspects of the internal organization of Arcstone which involves helping to guide our ongoing R&D efforts to improve existing products and build new features, training new solutions deployment employees and software/hardware integration partners of Arcstone, as well as reviewing and refining software development and customer support processes to ensure that the speed and quality of our deployments are world class.

What will be your area of focus?

- Work directly with the customer to resolve critical pain points across their entire manufacturing process, including building and deploying analytical models, dashboards and reporting tools to provide deep real-time visibility to their key stakeholders
- Develop detailed project plans, budgets, scopes and objectives to track progress and ensure resource availability and allocation
- Coordinate internal resources and vendors/partners for the flawless execution of projects, ensuring that all projects are delivered on-time, within scope and budget
- Review, audit and measure project performance internally and externally using appropriate systems, tools and techniques; Reporting and escalating issues to management as needed
- Establish and manage relationships with our customers, partners and other stakeholders
- Perform continuous risk management to minimize project risks
- Create and maintain comprehensive project documentation
- Gather and evaluate customer feedback to provide recommendations on critical features and modules that need to be prioritized, designed and developed
- Work closely with developers, architects and product managers to iterate and improve existing toolsets
- Train and mentor new solutions deployment employees to deliver high quality customer interactions and to work across internal functions and external partners to achieve successful deployments
- Train and guide software/hardware integration partners of Arcstone to ensure the world class delivery of our solutions to customers
- Facilitate discussions and arrangements with both hardware and software integration partners
- Coordinate with management to align software development and customer support procedures and policies for improved results and faster successful deployments

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What are the requirements of the job?

- BA/BS from a globally recognized university, preferably in the fields of operations, supply chain or computer science/engineering
- Experience working with Manufacturing Execution Systems (MES) is strongly preferred
- Experience working with manufacturing companies either as an internal employee or as an external consultant is a minimum requirement
- Ideally 4-5 years of working experience with deep exposure to complex manufacturing production operations and challenges
- Experience with working on software implementations and managing extremely tough deadlines and customer expectations; You should be relatively battle hardened but not stuck in your ways. You should embody our cultural values and strive to deliver best in class solutions to the end user, no matter how difficult the task
- Experience with submitting project deliverables, preparing and managing budgets, preparing status reports and establishing and executing effective project communication plans
- Ability to lead project teams of varying sizes while inspiring a spirit of teamwork, collaboration and shared success among all team members
- Excellent communication skills with the ability to tactfully influence, negotiate, and resolve conflicts internally and externally
- Genuine willingness to train and mentor team members to perform at the highest levels
- Strong working knowledge of Microsoft Office (SQL and Excel), basic understanding of ERP/MRP systems (e.g. SAP, Oracle)
- Interest in leveraging data for analysis, improvements and optimization
- Comfort with ambiguity, uncertainty, and a dynamic business landscape; flexible with no 9 to 5 mentality
- Self-motivated and driven to excel and deliver, able to handle stress with a positive attitude
- Team player with a no-ego and collaborative attitude
- Willingness to travel
- **Note: Candidate must already be based in Singapore**

The Right Fit:

We at Arcstone are extremely passionate about the product, the service we provide for our customers, and the transformation we are making in the manufacturing industry. We are looking for people who can bring that same level of passion and zeal for our mission.

Our core belief is to hire the right person for the company, and that means looking for someone with truly amazing potential and can grow along with the rest of the company.

Do carefully consider the requirements before submitting your application.

We look forward to hearing from you!