



Enterprise Resource Planning (ERP)

OneOffice ERP supports all the 'back office' activities in your business right through to financial accounting and control. It operates across multiple companies, currencies and countries and is proven in mid size and large businesses. It is designed to offer high availability, reliability and performance.

Key Features at a Glance

- Part of OneOffice, a single application for your whole business
- Visibility across every department
- Immediate notification of critical events
- Enables supply chain integration
- Multi-company
- Multi-currency
- Multi-national

Benefits

- Encapsulates industry best practise
- Balances low-touch, automated, high-speed commerce with pro-active human intervention when things go wrong or when opportunities occur; this can prevent errors and increase sales and margins
- Key enabler to finding greater efficiency and raising customer service levels
- Ease of configuration and rapid deployment methodology combine to offer fast return on investment

Outstanding Functionality, Flexible Configuration and Fast Implementation

OneOffice helps organisations provide seamless customer service through call centres, via the internet and in the field. Simple things matter in customer service like delivering the right product, to the right place, at the right time and in the right quantity. Businesses that need to do this hundreds or many thousands of times a day find that OneOffice helps make it happen.

Deliver greater business efficiency

Combine your knowledge of your own business with industry best practise, and then configure OneOffice to tightly

manage your businesses processes. For many companies OneOffice is the enabler to finding greater efficiency and margin.

Deliver feedback on your business

Creating a flexible and responsive business is only part of the challenge. OneOffice contains a powerful decision support toolset to provide feedback on how the business is behaving and to help your people make good decisions based on solid information.

Deliver results quickly

OneOffice has overcome the challenge of offering both rich functionality and rapid implementation, by building intelligence into the software to simplify configuration, and supporting it with our rapid

The screenshot displays the OneOffice ERP interface. A central window titled 'Sales Order Entry' is open, showing details for a product (DVD Player) and a customer (BLF Systems Ltd). A yellow alert box is overlaid on the screen, stating 'PRODUCT ON SPECIAL INTERNAL PROMOTION: All sales on this product count towards the sales holiday campaign.' Callout boxes with arrows point to various interface elements: 'Dashboard showing details of the product promotion' points to the alert box; 'Alert about product promotion' points to the alert box; 'Tabbed navigation to menu, notes, favourites and dashboards' points to the bottom navigation bar; 'Tabbed navigation makes it easy for the user to move between applications' points to the 'Sales Order Entry' window; and 'User starts to enter an order' points to the 'Sales Order Entry' window.

Figure 1. OneOffice ERP with Active Intelligence™ help people make the most out of every opportunity. In the example above, as the user started to place an order for a DVD player, Active Intelligence immediately told them about a special promotion on the player.



deployment methodology. Together, this combination offers the fastest possible return on investment.

OneOffice ERP includes:

- Sales & Purchase Order Management
- Inventory management
- Warehousing & Logistics
- Assembly Manufacturing
- Project Accounting
- Service Management
- Financial Accounting
- Active Intelligence™ (see OneOffice SCEM and Events datasheets)
- Automatic event detection and alerts (see OneOffice SCEM datasheet)
- Workflow to streamline processes and manage escalation (see OneOffice SCEM datasheet)
- Role based dashboards for informed decisions (see OneOffice WorkSpace™ datasheet)
- Electronic collaboration and commerce (see OneOffice Collaboration Manager datasheet)

Customer Service & Logistics

Integrating the Supply and Demand Chains

OneOffice recognises that an efficient supply chain is a balance of priorities. The quest is to meet each customer's delivery requirements while at the same time increasing stock turns, optimising inventory and managing purchasing to replenish stock. OneOffice supports these challenges by managing the underlying processes and providing forecasts and analysis.

Franchise Management

Businesses that hold a franchise operate a very specific business model. A powerful supply chain system goes part of the way, but effective franchise management requires more. OneOffice includes comprehensive support for franchises, for example Point-Of-Sale Reporting, Sell Through Reporting and tracking of Special Price Deals.

Order Capture

When a customer wants to place an order, they look to you to provide information to support their purchasing decisions. So, whether they visit your website or telephone your call centre, OneOffice ensures that you have the information they need. Stock availability, stock location, previous order information, repeat orders, replenishment orders, assemble-to-order, promotions and customer specific pricing are just some examples of the services OneOffice supports.

Customer Resource Management

To acquire a new customer needs a significant investment in marketing and sales. Having attracted a customer, the objective switches to learning more about them. OneOffice ensures that the whole organisation can access a wealth of information on customers, from simple things like who they are and their contact details, to spending pattern analysis to support marketing and sales programme development.

Logistics Management

Vehicles and drivers represent an important resource for any business, and are a key element in delivering customer service. OneOffice simplifies the preparation and management of delivery manifests, including collections and returns. For organisations with fully or partly outsourced logistics, OneOffice can share information electronically with carriers, ensuring that high levels of



customer service are maintained. For many businesses 'returns' offer particular challenges, but OneOffice includes a workflow driven Returns Management system to ensure that this business process is managed with the minimum of overhead.

Inventory Management

The challenge of optimising inventory frequently requires a combination of a sound strategy and tactical flexibility. Organisations that use OneOffice can define a set of rules for inventory management that govern issues such as the use of central warehouses vs. local warehouse, minimising stock movements, local sales office stock views, back-to-back ordering, automatic replenishment, and inter-company transfers.

Forecasting and Analysis

While many key tasks can be automated, fast moving organisations continue to

need a reliable and timely supply of information for decision support. This particularly applies to Customer Service and Logistics where timely decision-making is essential to maintain customer satisfaction. OneOffice contains an array of forecasting and analysis information all tailored to reflect the drivers in different businesses.

Beyond the Enterprise

For companies that import goods, OneOffice includes a flexible method for allocating overheads to the cost of goods via its Landed Costs capability. Customs Bonded Warehouse provides facilities to control and manage stock held under bond, while OneOffice EDI enables trading partners with high volumes of commercial documents to transmit them electronically.

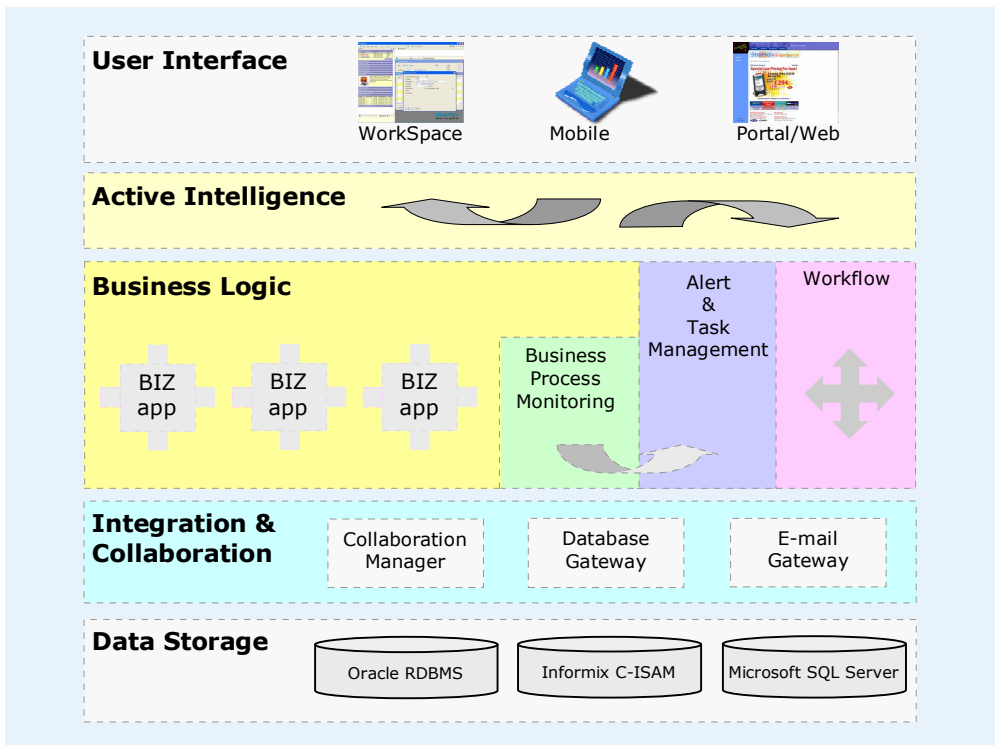


Figure 2. OneOffice Schematic—Multi-Tier Architecture. OneOffice is a component based software application enabling organisations to select and evolve the best system to suit their needs.



Financial Accounting

Comprehensive Financial Control

Positioned at the core of a well-managed business is a comprehensive financial framework. OneOffice provides a powerful financial accounting engine that reflects the needs of supply chain businesses. Support for multiple accounting periods running concurrently, multi-divisional control and multi-currency are all to be expected, as are extensive debt aging options. Features like a spreadsheet based general ledger make this a flexible accounting toolset designed to simplify the task of managing a dynamic organisation.

International Management

OneOffice simplifies cross-border operation. Supporting international accounting standards, as well as the local requirements for many countries around the world, OneOffice is designed for multi-national businesses. With support for multiple currencies and languages, OneOffice enables business at both local and headquarters level.

Assembly Manufacturing

Assembling and Building to Order

Including assembly in supply-chain planning can create significant efficiencies. Using Configure-to-Order to manage the definition of customer requirements in turn drives the creation of Bills of Material created from components and sub-assemblies. This can optimise stock utilisation and improve customer service.

Managing Works Orders and Capacity

OneOffice manages high volumes of works orders by taking a single view of the business from quotation to despatch, offering both flexibility and control. To support both customer service and resource planning OneOffice contains a powerful capacity planning engine to schedule works orders and resources and to provide visibility of the current schedule

to the organisation.

Project Accounting and Service Management

Managing and Planning Projects

For many organisations a services business offers exciting revenue opportunities, as well as extending customer service beyond an initial product sale. To support this business model OneOffice includes support for the full project cycle from Costing, through Time and Expense Recording to Invoicing.

Service Beyond the Sale

Support and warranty packages are an integral part of both product and services organisations. Service packages often contain both planned and ad-hoc maintenance. OneOffice manages Service Contracts, Planned Maintenance Schedules and Service Call Management, as well as providing Engineer Diary Management.

OneOffice ERP Components

- Customer Service and Logistics
- Sales Order Processing
- Purchase Order Processing
- Purchase Requirements Planning
- Rebate Processing
- Telesales
- Configure-to-Order
- Sales Forecasting
- Sales Analysis
- Order Book Analysis
- Inventory Control
- Pricing Management
- Returns Management Workflow
- Landed Costs
- Customs Bonded Warehouse



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- Logistics Management
 - Delivery Manifest
 - Assembly Manufacturing
 - Works Order Processing
 - Capacity Planning
 - Project Accounting
 - Contract Costing
 - Contract Invoicing
 - Time Recording
 - Employee Expenses
 - Service Management
 - Service Contract Maintenance
 - Service Call Management
 - Diary Management
 - Planned Maintenance
 - Financial Accounting
 - Standard General Ledger
 - Advanced General Ledger
 - Sales Ledger
 - Purchase Ledger
 - Asset Ledger
 - Bank and Tax Manager
 - Euro Conversion Toolset

Summary

OneOffice provides an environment which balances low touch, automated, high speed commerce with pro-active human intervention when things go wrong or when new opportunities occur. This can prevent costly errors and increases sales and margins. In summary, OneOffice provides:

- A single application for your whole business
- Visibility across every department
- Immediate notification of critical events
- Context based customer & product information
- Outstanding customer service
- Real-time commercial management
- Rapid ROI
- Competitive advantage



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