Enterprise Resource Planning (ERP)

In order to achieve business growth, your organisation needs to run at peak productivity and you need to be able to identify and rectify inefficiencies quickly and easily. Find out how our cost-effective and flexible ERP solutions can help.

Please find in this document the following 3 Technical Overview Product Brochures to help you in achieving this success.

>> Microsoft Axapta

Microsoft Business Solutions-Axapta is a multiple language, multiple currency enterprise resource planning (ERP) solution with core strengths in manufacturing and e-business and strong functionality for the wholesale and services industries.

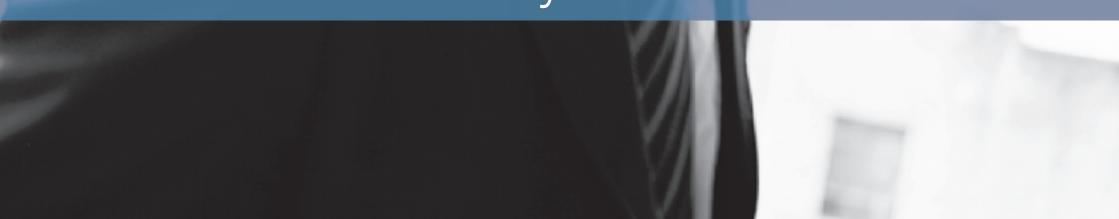
>> Microsoft Navision

Microsoft Business Solutions-Navision is a cost-effective and fully customisable business management solution designed to meet the specific needs of small and mid-sized companies.

>> Microsoft Great Plains

Microsoft Business Solutions-Great Plains provides a solid foundation for unifying processes. Its outstanding financial tools enhance the visibility and control of your business health, resulting in more confident and smarter decisions.







Accounting Software Advisor ranks
Axapta No.1

In its evaluation of the core financial features for 62 accounting and ERP solutions, ASA ranked Axapta first in its class. "Axapta has the power and functionality of a tier 1 ERP product and the customisation capabilities other ERP systems dream of."

ERP/FINANCIALS
CRM
SUPPLY CHAIN MANAGEMENT
E-BUSINESS
MANUFACTURING

BUILT FOR THIS MILLENNIUM, NOT THE LAST

Microsoft Business Solutions—Axapta is not an integrated solution, in the sense that we're used to. It's a single, multi-layered application with a single database and toolkit, which can be configured — not adapted, or customised, but moulded precisely into shape — around the character and preferences of your business, at every level from hemisphere to individual user.

Its 'drag and drop' development environment enables precise configuration, and its unique layered structure means that upgrading can be achieved easily, without losing any of the unique qualities, processes and data you've accumulated or built into your system.

And that means we expect Microsoft Business Solutions–Axapta to start returning your investment within only a few months – and to go on doing so for 10 or even 20 years hence.

The Enterprise Resource Planning (ERP) revolution enabled many major businesses to start integrating their various specialised applications, and use single-platform software to underpin their business processes for the first time. But what comes next?

Substituting big software for big mainframe hardware may have been step 1, but in the highly competitive 21st century economy businesses need more, much more. They need lean, flexible, intelligent solutions that can effortlessly take on the unique form of their business, automate every process and get an entire enterprise running as one entity, from end to end and beyond.

Welcome to Microsoft® Business Solutions—Axapta®, the astonishing new ERP solution which takes business control, information accessibility and process flexibility to new levels entirely.

In March 2002, AccountingSoftwareAdvisor.com used an advanced software analysis tool to compare the Manufacturing and Inventory Control capabilities of all the major ERP solutions on the market. With a 99% rating, Axapta came clearly first, ahead of all the big names of the last decade.

SCALABLE FROM TODAY INTO THE FORESEEABLE FUTURE

The business solution you base your success on today is not just an add-on, it's potentially the lifeblood of your organisation going forward. So it's not a decision to be taken lightly.

Today's successful ERP solution must be able to support a medium-sized, ambitious, fleet-of-foot business today, and still be supporting the major international enterprise it will become.

Microsoft Business Solutions—Axapta is scalable, and equally user-friendly, from 10 users to 3,000 or more; and it's simple to configure for international operations, with over 30 language options already built into its core architecture. For the smaller, agile business its intuitive, responsive nature makes it a joy to work with; and for the larger firm, its proven ability to process a record 315,000 transactions from 3,600 simultaneous users in one hour means it's up to any task you set it.

DESIGNED TO SUPPORT YOUR WHOLE BUSINESS

As a single solution with 'turn-on-turn-off' functionality, Microsoft Business Solutions—Axapta contains everything you need to integrate business processes and information right across your business chain, from original suppliers via every internal department, to customers/end-users.

Based around the core financials database, the solution supports manufacturing in a uniquely advanced, transparent way which even lets customers configure their product orders over the web, if that suits your business model. Its CRM and supply chain capabilities are leading-edge, creating a straight-through business integration that's sure to enhance your success.

FINANCIALS-AXAPTA

Microsoft Business Solutions—Axapta Financial Management provides all of the functionality you need to update your accounts efficiently and comply with internal and external reporting requirements. Institute of Chartered Accountants (ICAEW) accredited, Financial Management was created with the user in mind, and its layout is based on the intuitive Microsoft environment. Users can personalise menus and can copy and paste information from Axapta to Microsoft products such as Word or Excel. Advanced sorting and filter options are available, which make it easy to locate and use data, and you have the option to run Axapta Financial Management in almost any language.

Modules include: General Ledger, Liquidity Management (Bank Management), Accounts Receivable, Accounts Payable, Fixed Assets, Inter company Accounting & Consolidation.

BUSINESS ANALYSIS-AXAPTA

Decision makers in a global marketplace face tough questions everyday. Is the business healthy? Who are my best customers? Which supplier should I choose? Where are we quarter-to-date? Do we deliver products consistently on time? Do we have the right mix of people? To manage your business performance effectively means knowing what questions to ask, and having the facts readily at hand to answer them. Axapta Business Analysis gives you access to the accurate and timely analysis you need to compete successfully.

Modules include: Multidimensional Analysis, Microsoft Analysis Server, Embedded Pivot Table, Cube Definition Manager, Multicurrency/Multi-Language Cube Generation, Automatic Filtering, Balanced Scorecard with KPIs.

INVENTORY AND ORDER PROCESSING-AXAPTA

Effective distribution comes down to knowing where items are at any given moment and ensuring an efficient flow from production, to storage, to

shipping. With Inventory and Order Processing, you can optimise your entire warehouse management cycle according to your needs based on accurate, timely information.

Modules include: Inventory Management with Dimensions, Order Handling with Trade Agreements, Order Promising, Multi-Site Warehouse Management, Item/Lot Reservation & Tracking, Logistics.

HUMAN RESOURCE MANAGEMENT-AXAPTA

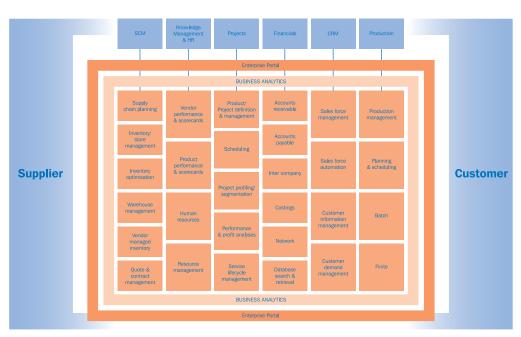
An agile human resource management system can help you quickly evolve your organisation to meet the challenges of a fluctuating business environment. Axapta Human Resource Management is a modular system that helps you gather and structure employee information and support their development, maintain an overview of your organisation and create the right internal environment to drive your business forward.

Modules include: Balanced Scorecard, Business Process Management, Employee Role, HRM I (Personnel & Organisational Records), HRM II (Recruitment & Absence), HRM III (Skills & Competencies), Questionnaire, Employee Self-Service.

PROJECT MANAGEMENT-AXAPTA

For the growing number of companies that provide services to customers, either as their core business or in addition to their products, the challenge is to effectively manage knowledge, opportunities and resources. With Axapta Project Management, you have the tools to facilitate registration, invoicing and analysis. It helps you plan, monitor and follow up on projects – both internal and external – and supports a wide range of functions such as managing time and materials in projects and advanced fixed price projects.

Modules include: Consultant Role, Project Type & Hierarchy, Project Finance, Invoicing, Consultant Self-Service.



Microsoft Business Solutions—Axapta provides a comprehensive suite of applications that connect people, processes, suppliers and customers, and deliver the information that decision-makers need to run great businesses.

CUSTOMER RELATIONSHIP MANAGEMENT-AXAPTA

With Axapta Sales and Marketing, you are in constant dialogue with your customers. By knowing your customers and their needs, you can deliver the exact products and services they seek. By servicing their needs effectively, you gain their loyalty. Internally, your employees, departments and different business locations can share information effortlessly. The result is better pipeline management, improved cost-control and better overall co-ordination of sales force activities.

Modules include: Customer Role, Document Management, Marketing Automation, Customer Self-Service/Product Builder, Questionnaire, Sales Force Automation, Sales Management, Sales Representative Role, CTI-compatible Telemarketing.

MANUFACTURING-AXAPTA

When choosing an ERP solution, manufacturers are faced with a difficult dilemma. Too often it comes

down to choosing a solution that has strong manufacturing functionality at the expense of general business functionality. Or you are forced to purchase a separate system, such as financial management, and integrate the two. Not with Axapta. It offers the full range of functionality – including deep manufacturing.

Axapta gives you greater control over manufacturing and production. At any time, you can measure specific costs associated with employees, machinery and products, and so manage costs better and identify new possibilities faster.

Modules include: MRPI-Compliant Supply & Demand Planning, Finite/Infinite Capacity & Materials Planning, Job Scheduling & Sequencing, Resource Management, Shop Floor Management, Work Order Management with Job Costing, Product Configuration, Graphical BOM Designer with Version Control.

SUPPLY CHAIN MANAGEMENT-AXAPTA

When it comes to your supply chain, two goals come to mind: reducing inventory and increasing productivity. Today, with the combined forces of the Internet and ERP solutions, it is possible to find the balance needed to achieve those goals. Axapta Supply Chain Management is a natural fit, owing to its comprehensive functionality and inherent Internet capabilities, giving you fast and cost-effective visibility and connectivity throughout your entire supply chain. It also gives you the ability to eliminate manual entry of data. Via XML, documents such as sales and purchase orders can be sent directly from your customer's or vendor's system to your own Axapta installation and vice versa.

Modules include: Demand Forecasting, Intercompany Trade, Procurement Management, Partner Self-Service, Performance Monitoring, Electronic Information Exchange.

E-COMMERCE-AXAPTA

Everyone who plays a role in your business is a member of your business community. That includes employees, customers, vendors and other business partners. E-commerce enables you to use the Internet to interact with the people who have the information you need; or need the information you have via personalised web sites. Using the Axapta Enterprise Portal, you enable your business community to work directly with your ERP solution.

Modules include: Consultant Role, Customer Role, Employee Role, Enterprise Portal, Questionnaire, Sales Representative Role, Vendor Role.

DELIVERED BY EXPERT PARTNERS WHO KNOW YOUR BUSINESS

Microsoft Business Solutions are delivered and supported by a network of strategic partners, each a specialist in their field and with the expertise to help you get the best out of your solution, to suit your industry norms and business goals.

For further information about Microsoft Business Solutions–Axapta please call us on 0870 2433111, contact your authorised Microsoft Business Solutions Partner, visit our website www.microsoft.com/uk/businesssolutions or email us at mbsuksal@microsoft.com.



Microsoft Business Solutions—Axapta's unique layered architecture enables the solution to be configured and adapted to fit the organisation at every level — yet also to be undated and expanded with ease

AXAPTA MODULES

Financial Management

Financial management with dimensions Inter company accounting and consolidation Complete audit trail

Customer Relationship Management

Sales force and marketing automation Telemarketing and questionnaires Sales management Customer self-service websites Computer telephone integration Document management

Human Resource Management

Organisational charts and employee registration Skills mapping and recruitment Employee self-service websites Business process management

Business Analysis

Designer for multidimensional data cubes Integration with Microsoft Analysis Services

- Analysis views through embedded Pivot Tables
- Balanced scorecard with key performance indicators

Global Support

Supports local legal and accounting requirements
Multiple languages
Multiple currencies
Local sales and support

Technology

One integrated and web-enabled business logic
Three-tier, scalable system architecture

Open source code with integrated development environment Conforms to all relevant technology standards and interfaces

Manufacturing

MRPI-compliant supply and demand planning
Finite and infinite capacity and materials

Job scheduling and sequencing

Resource management Shop floor management

Work order management with job costing Product configuration

Graphical bill of material designer with version control

Distribution

Multi-site warehouse management Inventory management with dimensions Order handling with trade agreements Order promising Item and lot number reservation and tracking

Supply Chain Management

Demand forecasting
Intercompany trade
Procurement management
Partner self-service websites
Performance monitoring
Electronic information exchange

Project Management

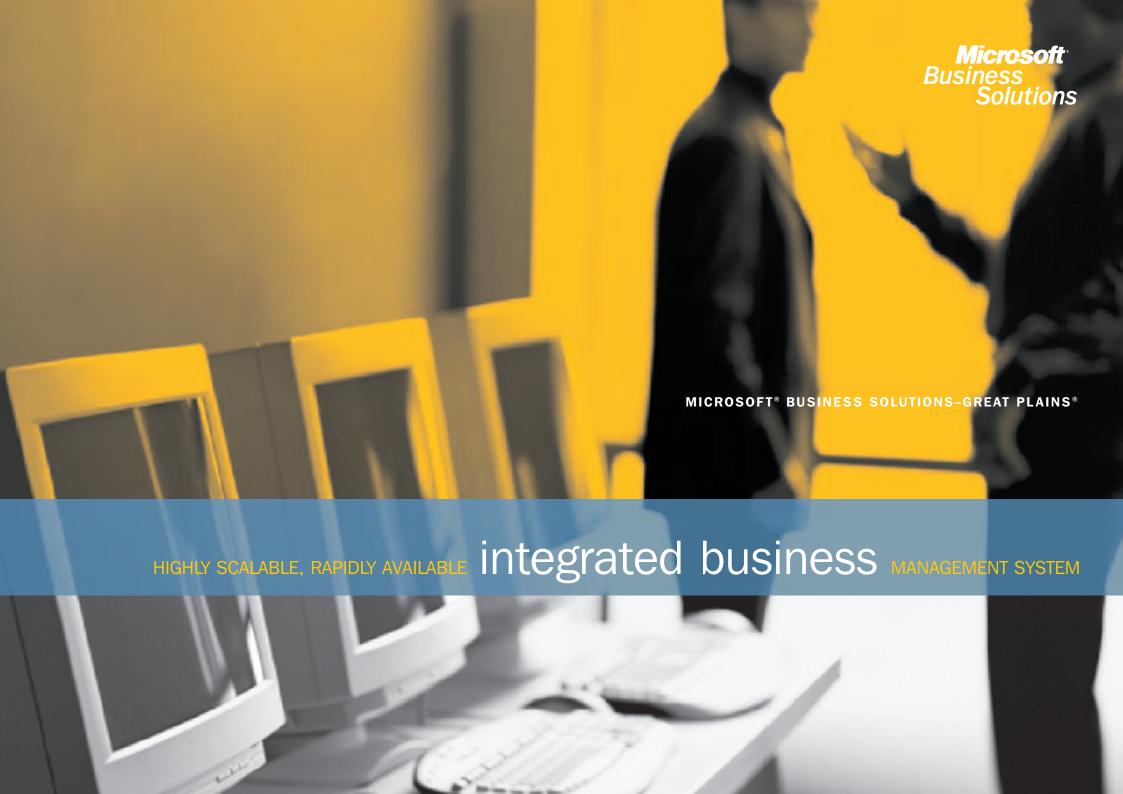
Project types and hierarchies Project finance and invoicing Consultant self-service websites

Microsoft Business Solutions

www.microsoft.com/uk/businesssolutions

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Microsoft Business Solutions, includes the businesses of Great Plains, Microsoft bCentral™ and Navision A/S





"Web-based technology is important to keep people up-to-date when travelling between our dispersed locations. Using Microsoft Business Solutions—Great Plains, critical business information is always available through employees' connection to the Internet."

William Cameron, CFO, Oxford Molecular

ERP/FINANCIALS
CRM
SUPPLY CHAIN MANAGEMENT
E-BUSINESS
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business success for years – even decades – to come. One such decision is to invest in an end-to-end integrated business solution that can be up and running in weeks – yet still be supporting you when it has helped you grow to ten times your current size.

Now is the time to make inspired investment decisions which will guarantee your

Microsoft® Business Solutions–Great Plains® is an affordable, scaleable solution that addresses business process needs at the lower mid-market segment and scales to meet the requirements of complex business processes in the upper mid-market and corporate segments.

That means it's a solution whose payback starts right away, and keeps on going. No need to get a 'small' solution today that will struggle in a few years' time; or to get a stripped down giant Enterprise Resource Planning (ERP) solution that costs a fortune to keep running and just keeps getting bigger and bigger.

DRAMATICALLY INCREASING YOUR BUSINESS INSIGHT

Designed with the fast-moving, 21st-century, service-orientated business in mind, Microsoft Business Solutions—Great Plains is a tonic for any business.

Its integrated functional modules all operate from a central Microsoft SQL Server or Pervasive SQL database, so – maybe for the first time – all the data entered across your business is fresh, consistent and up to date.

Then, its extensive reporting and analytics capabilities make sure that the information that's accumulating in your organisation is readily available to you and your colleagues, in the form you want, to help you make better business decisions.

INTEGRATING RIGHT ACROSS YOUR BUSINESS CHAIN

The key to successful business systems in today's competitive environment is their ability to create smoother processes across the business. But not just across the various departments inside your business.

True e-business management solutions like Microsoft Business Solutions—Great Plains enable you to effortlessly extend processes and information to your suppliers, and your customers, as well as your staff.

Say goodbye to the old days of isolated applications and invisible information. We'll get everyone talking to everyone – so you make more money, faster.

A COMPREHENSIVE SET OF BUSINESS MODULES AVAILABLE

With Microsoft Business Solutions—Great Plains, you can build an end-to-end integrated management system that underpins your business: or select the parts that match your priorities today, and concentrate on them first.

Either way, customising the solution is straightforward, so you can design the system to deliver the business benefits you want, when you want.

FINANCIALS-GREAT PLAINS

The Financials series gives you the integrated tools you need to master your financial data and processes, taking full advantage of the information your financial system contains. With instant access to accurate, up-to-the-minute financial information, you are equipped to make informed operational and strategic decisions at a moment's notice, and map the course to your successful future.

Modules include: Account Level Security,
Bank Reconciliation, Cash Flow Management,
Collections Management, Bank Management,
BACS, Fixed Asset Management, Foundation
Series, General Ledger, Intercompany,
Multicurrency Management, Multidimensional
Analysis, National Accounts, Payables
Management, Receivables Management,
Revenue/Expense Deferrals.

ANALYTICS AND REPORTING-GREAT PLAINS

You have a lot of valuable data within your business systems. But how do you get it into the hands of the right people to make the best decisions for your company? The greatest value your business solution can provide is the easy transformation of your data into meaningful, valuable information. Analytics and Reporting provides a broad range of flexible, customisable analytics, reporting and budgeting options to meet your company's needs – from advanced consolidation analysis to the simplest reporting requests. Our applications tap into the most powerful reporting, analysis and budgeting tools available.

Modules include: Crystal Reports Professional, Enterprise Reporting, FRx Forecaster Professional, FRx Professional, ProClarity.

INVENTORY AND ORDER PROCESSING-GREAT PLAINS

Inventory and Order Processing helps you increase revenues while streamlining the sales order process and lowering costs per transaction. Handling traditional sales order processes as well as electronic commerce; Inventory and Order Processing has the

power to streamline critical business processes, making your business more profitable.

Modules include: Bill of Materials, eRequisition, Extended Pricing, Inventory Control, Invoicing, Purchase Order Processing, Sales Order Processing with Advanced Invoicing.

PROJECT SERIES-GREAT PLAINS

Project Management provides the tools organisations need to effectively manage project performance while ensuring that budgets are met and billing is both accurate and timely. With Project Management, cash flow is improved and costs are better managed. Full integration among modules streamlines invoicing, time and expense reporting approvals and reporting, helping you drive strategic direction.

Modules include: Project Accounting, PS Time and Expense.

FIELD SERVICE-GREAT PLAINS

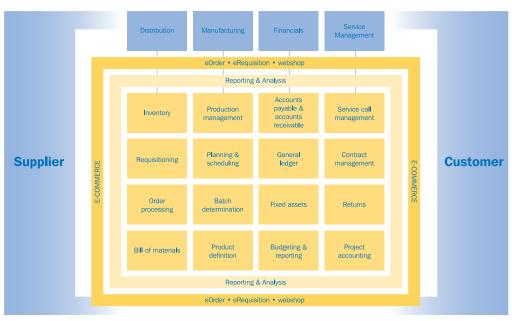
Field Service is a total solution for organisational profitability and customer satisfaction. The combination of a complete field service solution with superior business management capabilities helps you manage all aspects of your operations.

Modules include: Contract Administration, Depot Management, eReturns, eService Calls, eTech, Field Service, Preventative Maintenance, Returns Management, Service Call Management, TechAssist.

MANUFACTURING-GREAT PLAINS

The Manufacturing series offers powerful, costeffective resource planning and management tools that enable you to collaborate with trading partners, manage the entire financial life-cycle of the manufacturing business process and build a sustainable advantage in your industry.

Modules include: Capacity Requirements Planning, Engineering Change Management, Job Costing, Manufacturing Bill of Materials, Order Processing, Master Production Scheduling, Materials Requirements Planning, Quality Assurance, Sales Configurator, Sales Forecasting.



Microsoft Business Solutions—Great Plains provides a comprehensive suite of applications that connect people, processes, suppliers and customers, and deliver the information that decision-makers need to run great businesses.

F-COMMERCE-GREAT PLAINS

Embrace Internet-based commerce with an integrated suite of applications that save you time and money and serve your customers better while opening your business to new global markets. The E-commerce series offers seamless integration between your e-commerce solution and your business management system, eliminating rekeying of data, ensuring accuracy of information across all systems, helping you give better customer service, and improving decision making at all levels.

Modules include: eCommerce, eOrder.

PLUS, UNIQUE LEVELS OF INTEGRATION WITH MICROSOFT OFFICE

One further benefit of Microsoft Business Solutions—Great Plains: it's tightly integrated with your familiar Microsoft desktop applications. With our new Office XP Smart Tag capability, key master records held within the business solution can be 'recognised' within Word or Excel documents. So if you're writing a letter to a customer, for instance, and you'd like to view their account details, you can just click on their name in your letter, and obtain the data!

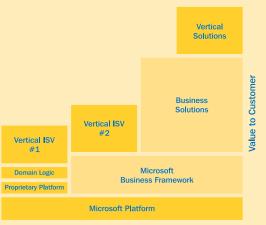
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"Because it's so flexible, you can do a great deal of "tailoring" to make it work precisely as you want to. Getting good advice to start with will make future analysis very easy."

Ray Chaplin, Head of Finance, Essex Training & Enterprise Council



ISVs focus on vertical specific development

Microsoft Business Framework and individual solutions build on the core Microsoft technology platform to provide a broad and robust basis for building the interconnected business. Our specialist business partners will then develop verticalised technology stacks and solutions to suit their individual markets of expertise.

GREAT PLAINS MODULES

Financials

Account Level Security

BACS

Bank Management

Bank Reconciliation

Cash Flow Management

Collections Management

Fixed Asset Management

Foundation Series General Ledger

Intercompany

Multicurrency Management

Multidimensional Analysis

National Accounts

Payables Management

Receivables Management

Revenue/Expense Deferrals

Analytics and Reporting

Crystal Reports Professional

Enterprise Reporting

FRx Forecaster Professional

FRx Professional

ProClarity

Inventory and Order Processing

Bill of Materials eRequisition

Extended Pricing

Inventory Control

Invoicing

Purchase Order Processing

Sales Order Processing

Advanced Invoicing

Project Management

Project Accounting

PS Time and Expense

Field Service

Contract Administration

Depot Management

eReturns eService Calls

eTech

Field Service

Preventative Maintenance

Returns Management

Service Call Management

TechAssist

Manufacturing

Capacity Requirements Planning Engineering Change Management

Job Costing

Manufacturing Bill of Materials

Order Processing

Master Production Scheduling

Materials Requirements Planning

Quality Assurance

Sales Configurator

Sales Forecasting

E-commerce

eCommerce eOrder

Microsoft Business Solutions

www.microsoft.com/uk/businesssolutions

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Microsoft Business Solutions, includes the businesses of Great Plains, Microsoft bCentral™ and Navision A/S







"Microsoft Business Solutions—Navision is such good value that we want to encourage as many franchises as possible to use it. All the core functionality is already there and local franchises can make their own customisations quickly and easily."

Thanasis Malandrakis, Project Manager, IKEA

ERP/FINANCIALS
CRM
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MANUFACTURING

A SYSTEM THAT DOES WHAT YOU WANT IT TO DO

If there's one thing that used to be annoying about the older generation of business software packages and ERP solutions, it was that once you'd spent a lot of money buying them, you then had to reengineer your business just to fit them in. You had to do things their way, not the other way round.

Not so with Microsoft Business Solutions—Navision. According to leading US analyst J. Carlton Collins, this solution has the best mix of 'ease of customisation' and 'power of customisation' available in the market. In other words, if you want to build systems that will encapsulate and support your unique business processes, preserving and enhancing the business advantage you've painstakingly developed, this is the way to do it.

A business determined to survive and thrive in the demanding economy of the 21st century needs to be underpinned by technology that's designed for the conditions. Leave behind the limitations of the old PC-based accounting packages; forget the giant Enterprise Resource Planning (ERP) solutions constructed to get manufacturers through Y2K, and then crammed into 'mid-market' versions. What today's lean and agile company needs is an integrated business system that's equally lean and agile.

And Microsoft® Business Solutions—Navision® is not just a solution designed to the latest, streamlined, Windows XP-based specifications: it's also among the fastest and most reliable business management systems you can find, anywhere in the world.

Ideal for companies turning over from £5m up to £500m a year, Navision is not just modular, but granular – so you can choose which features of the system you want to activate, and how many user licences you want for each feature. It's hard to imagine there is a more economical way to buy business software.

With Microsoft Business Solutions–Navision, you could be starting to see bottom-line benefits from your investment in just a few months.

This ease and power of customisation also means that the solution can be adapted to support a wide range of industries – or equally, support you through a major change of strategic direction if necessary.

RELIABILITY ISN'T COMPROMISED FOR LIGHTNING SPEED

Working on Microsoft SQL Server or its own Navision database, this solution has proved capable of handling large volumes of transactions at impressive speed. But that doesn't mean that things go astray: its reliability is legendary.

First, Microsoft Business Solutions—Navision is designed with a unique interruptibility feature, so that you'll never lose data even if, for instance, you have total power loss in the middle of a batch posting.

Second, its outstanding SIFT technology means that all record totals, across all time periods, are automatically updated every time a transaction is entered. So you can get accurate reports screened instantly, without waiting seconds or even minutes for recent transactions to be tabulated

And in addition, its drill-down capabilities mean that you can click down from top-line figures to source documents, and back up again, at any time, getting a complete and detailed picture of your business down to individual transaction level.

INTEGRATING YOUR BUSINESS, YOUR SUPPLIERS, YOUR CUSTOMERS...

With Microsoft Business Solutions–Navision, you have the platform to build an integrated management system; linking together not just all your in-house operations, but your sources of supply and your customers, to get the best out of e-business efficiency and create better, more productive relationships.

The technology platform is leading-edge, and as it's from Microsoft, you can be sure that your chosen business solution will stay abreast of the latest developments in business technology – for years and even decades to come.

FINANCIALS-NAVISION

The Financials series adapts to match the way you work so you'll always know the status of your business at any given moment. Financial information is always up-to-date, so you can easily view the specific information you need to make informed decisions. Much more than just a powerful accounting tool, the Financials series makes it easier to spot trends and gain insight into your business activities, so you can capitalise on your knowledge and unearth new opportunities.

Modules include: Cash Manager, Fixed Assets, General Ledger, Receivables & Payables, Budgeting & Reporting, Consolidation, Human Resources, Jobs, Multicurrency, Resources.

ANALYTICS AND REPORTING-NAVISION

Navision delivers the flexibility, reliability and usability you need to analyse and evaluate your business. The solution allows you to attribute characteristics to the information you record and use in your daily work, giving you the power to ask searching questions about your business and act upon the answers. You can seek more effective ways of doing business, develop your analytic tools in an easy way, and base important decisions on reliable information.

Modules include: Advanced Dimensions, XBRL.

INVENTORY AND ORDER PROCESSING-NAVISION

Navision combines effective order and inventory management processes with advanced warehouse management functionality to deliver operational efficiency to your business. Inventory and Order Processing gives you the power to act more responsively to your customers' demands, improve your customer service, and reduce your inventory and distribution costs.

Modules include: Inventory Management, Order Processing, Automated Data Capture (ADCS), Distribution, Pricing, Returns Management, Inventory Costing, Warehouse Management Systems, Shipment & Delivery.

MARKETING & SALES-NAVISION

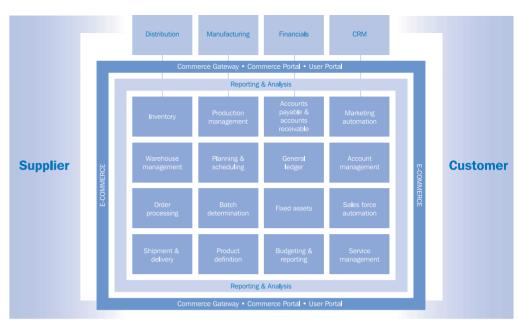
Navision offers integrated Sales and Marketing functionality to help you focus your activities on preferred customer segments. The solution empowers you to improve the quality of every business interaction, so you can improve the success of your sales and marketing efforts, make well-informed decisions about your customers and sharpen your competitive edge.

Modules include: Contact Management, Contact Classification, Campaign Management, Opportunity Management, Task Management, Document Management & Interaction Log, Contact Search.

SERVICE MANAGEMENT-NAVISION

Service Management makes it profitable for you to deliver superior customer service by allowing you to meet and exceed customer expectations and ensuring customer loyalty. You can place tighter controls on your costs, organise your service resources for maximum efficiency, and profit from existing customers by providing better service levels.

Modules include: Item Management, Price Management, Order Management, Contact Management, Planning & Despatching, Job Scheduling.



Microsoft Business Solutions—Navision provides a comprehensive suite of applications that connect people, processes, suppliers and customers, and deliver the information that decision-makers need to run great businesses.

MANUFACTURING-NAVISION

Navision provides you with the tools to effectively manage your manufacturing processes including production orders, bills of material, supply planning and capacity requirements planning.

Manufacturing allows you to improve your business performance through efficient manufacturing processes and take advantage of new revenue opportunities by responding faster to change.

Modules include: Production Orders, Bill of Materials, Supply Planning, Demand Forecasting, Capacity Requirements Planning, Manufacturing Costing.

E-COMMERCE-NAVISION

E-commerce helps you improve your efficiency, responsiveness and business relationships through a variety of Internet-based features such as User Portal, Commerce Portal and Commerce Gateway. User Portal increases employee productivity by integrating all your company resources into a single browser-based interface, while Commerce Portal and Commerce Gateway let you leverage the power of the Internet to streamline your commercial interactions with vendors and customers.

Modules include: Commerce Gateway, Commerce Portal, User Portal.

PLUS, UNIQUE LEVELS OF INTEGRATION WITH MICROSOFT OFFICE

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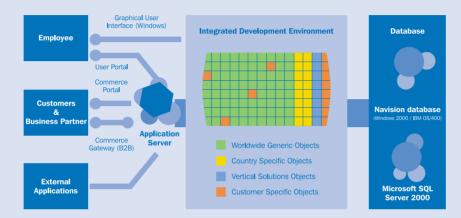
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"Navision is unique in that no respondent has ever made a negative comment about Navision software in any of the five surveys we have conducted."

Alan Salmon, Managing Director, Accounting Research inc. (Accounting Software consultant)



Microsoft Business Solutions—Navision's unique architecture enables the core of the solution to be easily tailored to the needs of the locality, the vertical industry and even the individual organisation.

NAVISION MODULES

Financials Management

General ledger Receivable and payables Cash manager Fixed assets Human resources Budgeting & reporting Consolidation Project management Multiple dimensions

Multicurrency Distribution

Inventory management Warehouse management Order processing Returns management Automated Data Capture Systems (ADCS) Pricing for sales and purchasing

Inventory costing Shipment & delivery

Manufacturing

Production orders
Bill of materials
Supply planning
Demand forecasting
Capacity requirements planning
Manufacturing costing

CRM - Marketing & Sales

Contact management Contact classification Campaign management Opportunity management
Task management
Document management & interaction log
Contact search
Email logging for Microsoft Exchange
Outlook client integration

CRM - Service

Service item management Service price management Service order management Service contact management Planning and Despatching Job scheduling

E-Business Solutions

Commerce portal Commerce gateway

Application Wide

DB platform:
• Navision database server

- Microsoft SOL Server
- IBM iSeries

Multi language

User portal

· C/ODBC, C/FRONT

 Navision application server Built in OLAP (SIFT)
 Reports

Microsoft Business Solutions

www.microsoft.com/uk/businesssolutions