

POWER TO RUN YOUR BUSINESS

sage

1000

Business Management Software





1000

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Sage – your strategic partner

At Sage, we've been supporting businesses like yours with world-class business software for nearly a quarter of a century. We have a long-term commitment to investing in the technologies and solutions which customers need to stay ahead in a rapidly changing world. We listen carefully to our customers and respond to their requirements with innovative solutions.

Over 4.5 million organisations across the world rely on a Sage solution – 650,000 of them in the UK. In an increasingly connected world, choosing Sage as your strategic IT partner will enable you to do business more efficiently with the thousands of companies who trust Sage to automate their business processes and transactions. You'll find many of your suppliers and associates are already drawing on their Sage solution to achieve more, faster and at lower cost.

A solution for the UK

Research and Development for most Sage products are conducted in the UK, enabling us to reflect the needs of UK-based businesses and to act quickly to legislative changes.

Sage 1000 demonstrates the success of our two-way communications channel in helping our customers to plan their IT strategy. Our development teams regularly meet customers to discuss their changing requirements and ensure that any new releases address real business issues and concerns.

A thriving network of support

Once organisations reach a certain size and complexity, their software must map tightly onto their processes. You have the reassurance of knowing that our unrivalled customer service organisation and well established network of carefully selected Business Partners and developers will ensure that your Sage 1000 solution fits your needs now and into the future.

You can draw on a truly impressive skills base. We have the UK's largest network of accredited Business Partners who provide the consultancy, implementation and support to align the solution with your strategic and tactical objectives. Sage Business Partners are well skilled in the technology that drives Sage 1000 and have the in-depth industry knowledge and outstanding technical expertise to work with you and your teams before, during and after implementation. They will be able to extend and modify your software, as well as link it to other market-leading applications.

Behind the scenes, over 800 third-party software developers provide everything from simple add-ons to complete applications for specific vertical markets, all tightly integrated into our solutions.

A powerful approach to business software

Sage offers a broad range of integrated applications that span finance, distribution, manufacturing, services, eBusiness, Customer Relationship Management (CRM), human resource management solutions, time recording and billing.

This range now includes Sage 1000 - a complete, unified business management software solution for mid-sized organisations in the public, private and not-for-profit sectors.

Sage 1000 spans your entire enterprise. Whatever the pressures and challenges you face, Sage 1000 Business Management software will help you to manage your finances, people, customers, suppliers and operations more effectively. You'll make optimum use of your resources and be in a position to plan for future success. In short, Sage 1000 puts you firmly in control.

With Sage 1000, all your business operations are

seamlessly coordinated within a single application...from accounting to customer services, from manufacturing to sales management. The benefits are immediately obvious as processes flow into one another, staff collaborate more closely, and managers have an instant, accurate view of the whole company.

Importantly, integrating your back-office functions with your customer-facing systems means that all aspects of your organisation can focus on delivering the excellent service that helps retain customer loyalty in today's highly competitive climate.

Sage 1000 or integrated applications – the choice remains

Sage 1000 is absolutely the right way forward for the many organisations seeking a business-wide system. However, we recognise that some customers require varying degrees of software sophistication in different parts of their operation, or may prefer to phase in any new business

software by upgrading departments separately. For them, a solution which is made up of discrete but tightly integrated components may be the best option.

For this reason, we will continue to develop individual applications which address different areas of business, yet which integrate to ensure you experience the full benefits of a fully tailored software solution from a single vendor.

Sage is unique in being able to offer customers a choice between these two approaches to business management solutions.

In the pages that follow, we outline some of the key areas where implementing Sage 1000 Business Management software will help reduce costs, improve performance and enhance service.

To explore the potential of Sage 1000 to support your business goals, please contact Sage on 0845 111 9988 or talk to your Sage Business Partner.



"Sage 1000 is an outstanding solution that enables all parts of a business to focus on delivering excellent customer service at a profit. In addition to providing great depths of functionality, Sage 1000 will enable businesses to eliminate duplication and time-wasting effort to create a more streamlined, higher performing operation."

Paul Stobart, MD, UK and Ireland Region,
Sage (UK) Limited

Unify your business to focus on your customer

Imagine if the 'silos' of data scattered across your business were transformed into a single view which could be accessed by authorised users directly, without having to delve into different systems or consult their colleagues.

Sage 1000 is a powerful application which seamlessly unifies information from finance, distribution, manufacturing, and service operations. This creates a comprehensive management system for the vast majority of your business – from prospecting for new customers and taking orders to after-sales service, on the shop-floor and in the warehouse, and more.

As a single solution from a single source, Sage 1000 offers all the benefits of simplification...in deployment, training, licensing, upgrading and support. Life's simpler right from the start.

Create the connected enterprise

Sage 1000 brings wide-ranging benefits at every level of your business. Managers in charge of manufacturing can forecast and plan production to align closely with customer demand. Sales teams can readily understand which accounts have most potential for growth – or represent a credit risk. Telesales staff can set realistic expectations for delivery by viewing stock availability across different locations



and checking the real-time status of orders. Accounts with suppliers and customers can be settled in a timely manner that smooths your cash flow and builds better business relations.

Sage 1000 creates the agility which is essential for continued business success. Building connections between different areas of your business, it supports managers in reacting faster, making better decisions, and taking action based on solid analysis and insight.

Improve efficiency and reduce costs

With Sage 1000 in place, your business could become more efficient in its use of resources, with rapid return on investment. Multiple data entry into different databases can be eliminated, saving administrators' time and improving accuracy, while customer demand can be identified and fulfilled more speedily and cost-effectively.

Sage 1000 automates routine tasks and supports your users with a system that's easy to use and

customisable to suit their working style. Productivity is increased and administrative costs are reduced.

Based on stable Sage business logic and technology

Sage 1000 has a wealth of experience in delivering software that maps onto complex business processes. In fact, Sage 1000 is built on business logic already deployed in thousands of UK businesses. The result? Enormous depth and breadth of functionality across the enterprise.

Recruit and retain profitable customers

Running a single system across both your back-office functions and your customer-facing operations can ultimately translate back into consistently high service levels with increased margins.

With Customer Relationship Management (CRM) functions an integral part of the solution, Sage 1000 helps you to achieve a true customer focus and to service customers profitably, from targeting prospects right through to order fulfilment and after-care. The result: an infinitely sharper operation, with less chance of delay, misunderstanding and error. Your staff are empowered to provide customers with accurate, up-to-date and timely information that avoids frustration and helps to foster long-term loyalty.

Here are some of the key attributes which make Sage 1000 the obvious choice of business management solution:

■ A complete solution from a single vendor

Having a single business management solution means all elements are synchronised and ownership is simplified in terms of licensing agreements. You eliminate the risks of interoperability that arise when integrating products from multiple vendors.

■ Minimise cost of deployment and ownership

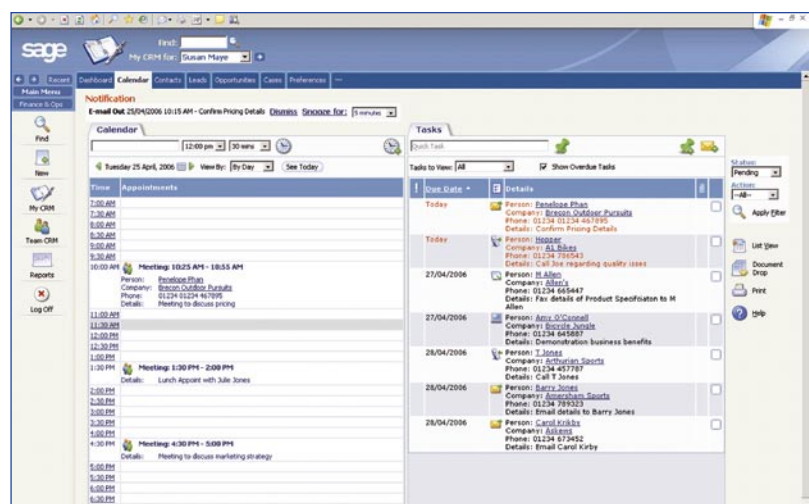
Since Sage 1000 covers areas of business operations traditionally addressed with multiple applications, deployment is easier and cheaper. Users only need to be trained on just one system; and moving forwards,

maintenance and support are covered from a single source, with just one point of contact and accountability. In addition, having a single upgrade cycle means the benefits of new releases can be felt immediately across all areas of the business.

■ Key management information at your fingertips

Through 'out of the box' reporting and dashboard tools, Sage 1000 provides clear answers to fundamental questions about your business. It alerts users to issues, problems and tasks, and supports informed decision-making. Daily priorities, up-to-date order status, customers' buying history, current aged debtor information...all these and more can be set up, without specialist skills, to improve productivity and management control.

Sage 1000 provides a customised workspace providing vital information to maximise each individual's productivity.



■ **Quick and easy customisation**

You know your business best, which is why Sage 1000 offers a customisable 'workspace', with the flexibility to choose both the content and format of dashboards. The system can be quickly customised with new fields and provide the information which will help users to work more effectively. If you wish you can let individuals modify their screens to suit their own working style and preferences, within certain parameters.

Additionally, a wide range of third-party software and hardware options can be integrated to give you exactly what your business needs.

■ **Support to ensure work and projects flow smoothly**

The fully embedded workflow across key business areas allows you to truly model how you want your business to run and implement the rules to make it happen. Organisations can automate predetermined business rules across all channels, departments, and employees.

Service level agreements and processes can be implemented and your staff and customers can operate to known, repeatable and automated processes that ensures your company does the right thing every time. To help assess and design workflow, Sage 1000 provides graphical views of the process and its development patterns.

■ **Be fully alert to significant events**

Reacting quickly to occurrences or conditions that could potentially affect your profitability and service levels is vital for sustained success. Notifications can be built in to ensure fast response to significant events, prompting managers to attend to predefined business events needing their skills.

As well as notifying managers of critical incidents, notifications mark more routine yet important events, such as the arrival of a delivery which completes a customer order.

■ **Flexible and fast deployment for an agile business**

As a web-based application, Sage 1000 can be deployed very rapidly, without any of the trouble and expense incurred in traditional deployments. There's no need to load software onto each workstation: using a standard Internet browser, authorised office-based staff, mobile teams, and remote employees can all access the data held on Sage 1000. Encryption techniques ensure secure remote access to your Sage 1000 solution over public networks.

This gives you the flexibility to add new users in new territories and give them easy, low-cost access to your systems. Your business agility and ability to compete are dramatically increased as a result.

■ **Streamlining document management to reduce cost**

Sage 1000 can save on pre-printed stationery, time-consuming filing and expensive storage space. Many documents - for example orders, invoices, statements and despatch notes - can be sent to suppliers and customers electronically. Furthermore, rather than being hidden away in personal or departmental filing systems these documents are stored centrally - systematically and securely. Information can be retrieved in seconds, and the system also ensures you meet statutory obligations on data retention.

■ **Auditing and security to safeguard your organisation**

Sage 1000 incorporates simple but powerful tools so that specific events can be audited by recording related information whenever they occur. Such events are usually database updates, additions, or deletions from a particular table. User-based security allows individual organisations to define the level of security they require over their database.

The ability to retain full accounting records electronically is a key audit requirement. Sage 1000 allows you to build up a record for each financial year, so that auditors and staff have access to an exact copy of your accounting transactions for previous years. Once configured, the process is automatic and can be scheduled at times to suit your business, thus avoiding disruption to day-to-day work.

Sage 1000 in Accounting, Finance and Payroll



Benefits in brief

- Provides tight financial control with full visibility of costs committed before expenditure is incurred
- Includes powerful reporting tools to assist informed strategic decisions
- Maximises cash flow through close budget control
- Supports international business with comprehensive, multicurrency and multicompany features
- Includes extended support for credit management teams
- Lowers administrative costs by increasing user productivity

Fast, accurate reporting and analysis equip managers to react rapidly to changes in day-to-day business and sustain long-term success. In accounting, finance and payroll functions, Sage 1000 ensures critical management decisions are firmly based on solid information that has been consolidated from across your enterprise. It gives managers and staff access to all the facts and figures in easily absorbed formats, so that they can see at glance where intervention is required.

Sage 1000 supports your entry into new markets, providing control over your local or international business. Sage 1000 can report in local and head-office currencies at any level in the company hierarchy.

General Ledger

In maintaining the complete financial picture of your organisation, the Sage 1000 General Ledger forms the central hub of financial information and a repository for company-wide transactions upon which your staff can enquire and report in different ways, according to their role.

The General Ledger is configurable to meet international requirements. Security settings ensure that specific information is available only to authorised users.

Accounts Payable

Sage 1000 offers sophisticated tools for handling all of your organisation's accounts payable requirements. Authorisation control is aligned to your business processes.

If required, the system offers full invoice matching with Purchase Order Processing. Flexible and secure payment methods are supported along with full integration to the cash management function for reconciliation. Outstanding creditor information is available at a glance, giving details of your financial commitments and avoiding unexpected calls on your budgets in the future.

The system can handle simple and complex foreign transactions.

Accounts Receivable

The Sage 1000 system provides complete control over your receivables and provides all the necessary information for accurate and timely decisions. Managing sales and debtor activity, Sage 1000 provides up-to-the-minute information for aged debtor analysis, potentially accelerating cash flow into the business and

helping maintain a healthy balance sheet. Simple to use, yet extremely flexible, it handles different customer requirements from simple accounts to a complex accounting hierarchy.

By using automated credit control facilities and reports, Accounts Receivable enables you to reduce outstanding debts. Comprehensive enquiry and reporting facilities help track and manage sales information in the most effective way for your business.

Cash Management

Keeping you on top of ever-changing bank balances, Sage 1000 helps you monitor cash flow accurately, and support informed decisions about immediate expenditure. It allows you to pinpoint any financial exposure and fully reconcile your system with information provided from your bank accounts, whether manual or electronic.

Cash Management will record details for all types of bank account with the ability to specify how each one is integrated with the General Ledger. It also supports multicurrency and offers currency revaluation facilities to ease tracking of exchange difference exposure.

Credit Management

Sage 1000 provides a centralised credit control function, supporting your teams fully in minimising outstanding debt while maintaining friendly customer relations.

The system incorporates a transaction enquiry and call logging process. Full diary management is supported with automated 'target call' lists by credit controller. Staff can swiftly record the results of their efforts with free-format text entry and cheque promise dates. Statements and reminder letters to customers can be generated as needed, along with simple cash flow forecasting.

Electronic Payments (BACS) and International Payments

Sage 1000 communicates with the UK banking system, automating payments and saving time for you and the people you pay. It fully integrates with the financial ledgers and the payroll function, while maintaining full security throughout.

It also supports multiple payment media including the Internet submission and integrates with PC Banking and BACS submission software.

Sage 1000 also supports a flexible definition of output formats for international requirements.

Fixed Assets

Sage 1000 gives you complete visibility and control of the assets the business owns, letting you track their value and depreciation over their lifetime.

Comprehensive information may be recorded for each asset along with associated attachments to assist management and tracking. Flexible depreciation methods support the requirements of the commercial and public sectors.

Absorption Costing

With Sage 1000 you can maintain budgetary and actual period-based statistics for use as part of an absorption costing process. You can create an unlimited number of statistical sets such as headcount or floor space. These can be configured to cross-reference each other and create service-level recharges across internal departments.

If required, information on the full fixed and variable costs of producing each product can feed back into your pricing processes to arrive at a model which reflects the true cost of production.

The statistical data can be used within the account balance cascade and journal process, as the basis of reallocating costs on a pro-rata, fixed charge, or even a user-defined rule set.

Payroll

The Sage 1000 payroll function takes on the intricate and time-consuming task of calculating and checking each employee's pay. Fast and accurate, it also has built-in security so that confidential, highly personal information is protected from unauthorised access.

Key features include being able to run multiple payrolls within a single company, flexibility in building up each employee's pay, and full compliance with statutory requirements. Integration with the rest of Sage 1000 gives you comprehensive analysis of all payroll costs throughout.

Sage 1000 in Supply Chain Management



Benefits in brief

- Helps you manage a seamless flow of information and goods from supplier to end consumer, giving instant access to data with reduced need for data entry
- Maximises cashflow through efficient purchase requisitioning
- Maximises the value of your supply chain and supports you in building strong partner networks
- Helps deliver excellent service focused on continuous improvement – at an acceptable cost

Close partnerships with your suppliers and associates are a vital part of delivering quality and value to your customers. Sage 1000 helps you to monitor and improve the way you source components and materials to make products or provide services with increased efficiency and reduced costs. It supports you in formulating the effective supply chain management processes that become the cornerstone of your consumer response strategy.

Purchasing Operations

An efficient purchasing strategy balances high customer service levels with minimal financial commitment. Sage 1000 helps you create a centrally managed, flexible purchasing operation that keeps you fully in control.

Purchase requisition authorisation rules can be configured to support your purchasing hierarchy. Costs are minimised by consolidating multiple requisitions for the same supplier into a single purchase order, with opportunities for economies of scale. Purchasing commitment is tracked through to the General Ledger. Real-time budget consumption is built into the authorisation process, avoiding the risk of over-spending.

Inventory Control

The supply of manufactured or purchased goods has to track demand as closely as possible. Sage 1000 provides the right tools and information to help you minimise your investment in stock and depot resources while ensuring a high level of service. It assists at every stage of managing inventory, including receiving shipments, verifying the goods, transferring them to manufacturing, and authorising payments to suppliers.

Sage 1000 closely controls internal stock movements from one location to another.

The system can handle the concept of 'in transit' – the potential time delay between the stock leaving one location and arriving at its destination. Ultimately, this allows staff to give more accurate information to customers.

Waste Management

Waste management has become a critical issue for many businesses supplying large volumes of products, with ever tighter targets for recovery and recycling. Sage 1000 provides a retrospective package-build function which analyses packaging requirements based on historical transactions written to the stock history file. These transactions can include sales despatches, receipts and, where applicable, imports. Flexible reporting and enquiry functions are provided over the split detail,

which facilitate direct transfer of information onto packaging returns.

Within EU waste management regulations, two methodologies have been adopted: one for the UK and one for Germany, with most EU members adopting the latter. Sage 1000 supports both methods within a generic solution.

Electronic Communication through EDI and XML

Sage 1000 allows the 'connected enterprise' to become closer to a reality, through the ability to work

with the universal EDI and XML formats for sending and receiving business information.

Many common business documents such as sales orders, purchase orders and invoices can be exchanged electronically in EDI and XML format messages with similarly-enabled business partners.

The overall effect is to speed up the distribution of information and reduce errors introduced through manual processes.



Sage 1000 in Manufacturing

Benefits in brief

- Helps meet the requirements of broad markets or individual customers
- Controls associated material, inventory and processing costs
- Helps you optimise production to reduce costs and remain flexible
- Full batch/serial number traceability
- Monitors and reports on the shop-floor to increase productivity and efficiency
- Eases the complexity of managing your own resources and subcontractors

If you run a responsive, agile manufacturing organisation, engineering or assembly, you'll find Sage 1000 provides every support to your manufacturing business. Mixed mode manufacturing, making standard or configured products and project-based manufacturing are all comprehensively covered.

In complex manufacturing environments, it is hard to keep your finger on the pulse at all times. Sage 1000 provides tight financial control of associated material and processing costs, along with real-time valuations of completed operations and work in progress. It helps you manage the resources involved in manufacturing on your own shop-floor and with subcontractors.

To keep jobs flowing, Sage 1000 monitors and reports – on the shop-floor issues that might affect productivity. No time is lost in resolving problems, as managers and supervisors benefit from readily available detailed information on work in progress, as well as on events such as machine breakdowns or absenteeism.

Production Scheduling

Along with the Graphical Planning and Graphical Master Production Scheduling modules, the Sage 1000 Production Scheduling module is based on the market-leading Preactor International solution. Production Scheduling helps in managing the simultaneous

planning of material, capacity and other constraints and in responding rapidly to any changes. Many different states can be defined for a resource such as on-shift, off-shift, break-down, and planned maintenance. Each state may be given an efficiency value, which is used to calculate an operation start and finish time. Users can also add more states such as 'half speed'. States are useful for the insertion of calendar exceptions, such as unforeseen breakdowns.

Graphical Planning

Graphical Planning provides single constraint graphical planning tools for businesses wanting a simpler solution.

Graphical Master Production Scheduling

An optimised Master Production Schedule can be created using a graphical planning environment. This enables realistic, achievable production plans to be set up against sales forecasts and target stock levels. Production is planned into capacity buckets of one-week duration which may be set to finite or infinite capacity.

Product Configuration

Product Configuration allows for the controlled creation of complex products through a simple rule-based question-and-answer session. This results in the automatic generation of Bill of Materials, Routes, Works Orders, and Sales

Orders. One question list produces a single source of all configured data which may be retained and fast-searched to save time when making duplicate products.

Product Management

This powerful tool controls parts from initial introduction, through their lifecycle and to planned obsolescence. Changes to Bill of Materials and Routings during product lifetime are managed, providing supporting audit data for BS5750 and ISO9000 accreditation. The system can also generate optimum phase-out/phase-in dates, helping to reduce inventory costs.

The Mass Replace option enables changes across the product range to be implemented swiftly, while the Re-Build feature can quickly recreate a Bill of Materials if a spare part needs to be made to an older version.

Rough Cut Capacity Planning

Rough Cut Capacity Planning generates a rapid view of the capability to build products within specified timescales. It will identify bottlenecks and cut waste by highlighting areas of resource under-utilisation. Prioritisation, by capital plant or by labour, gives a high-level, fast first-cut view of the resources needed, enabling management to adjust efficiently and speedily to changing consumer demand.

Bill of Materials

Totally flexible, Bill of Materials handles component listings and formulae. It offers planning option percentages to simulate high-level strategies. The product families can also reflect the composition of complex relationships within a family of products. This allows planners to concentrate on the forecast model.

Alternative Bill of Materials and Supersessions are fully supported.

Routing

Sage 1000 eases the management of the many resources required to produce manufactured products economically and effectively. The complex combination of resources associated with modern shop-floors can be easily maintained. Alternative and Supersession routes are fully supported.

Works Order Processing

Works Order Processing provides a comprehensive, dynamic, costing and control repository. Using the detail from the Bill of Materials and Routing modules, it automatically creates works orders after Material Requirements Planning has optimised the timing and quantity.

All events are routed and controlled on a Works Order which provides a reflection of actual build, mirroring what has happened on the factory floor. A Works Order stays 'live' until completion, allowing dynamic

alterations and amendments to record the actual materials and resources used to create the end product. Detailed variance analysis is available with automatic update to the General Ledger.

Works Orderless Production

Works Orderless Production automates the back-flushing process in dynamic environments, where products are built to schedules, rather than the traditional works order creation and release process. Component stocks are depleted to account for the completion or shipment of finished goods.

Users can specify the product and quantity to be built, automatically exploding the Bill of Materials to calculate the components required. Shortages are identified and quantity adjustments can be made. All the component issues and the product completion are then transacted.

Works Orderless Production can be used as the main production recording facility or can run alongside Works Orders to support mixed-mode manufacturing processes.

Work in Progress

Work in Progress contains real-time links that show the status of Works Orders by cost, progress, and customer. Quality is improved by being able to collate issues into user-defined groups and report on their frequency. Does a faulty machine need replacement or repair? Which departments have unusual levels of absenteeism? Improvements can be targeted and their effect monitored.

Sub-Contract Control

Sub-Contract Control enhances the management, documentation, and visibility of operations undertaken by third parties. This includes creation of purchase orders, control of material flow, transfer documentation, status and chasing facilities, costing to general and project ledgers, sub-contractor timesheet entry, and sub-contractor self-billing from timesheets.

Material Requirements Planning

Material Requirements Planning provides a direct supply response to meet customer demand. This can be triggered from source demand elements such as sales orders, forecasts, or works orders.

Consequently, all material requirements are supplied directly to meet consumer needs or by using the traditional Master Production Schedule to generate the best volume/mix per period.



Sage 1000 in Distribution

Benefits in brief

- Offers maximum flexibility in fulfilling customers' individual requirements
- Improves stock management and cuts costs by minimising your investment in inventory
- Optimises expensive transport resources
- Helps you build a clear picture of where the best opportunities for profit lie

Sage 1000 supports the drive to deliver levels of service that exceed your customers' expectations, while closely managing your costs. Working with other aspects of your solution, it provides the necessary integrated processes and information flows to help you supply total quality in terms of products, service, and after-sales support. It offers the flexibility to accommodate customers' individual requirements for ordering and payment methods, order size, delivery times, packaging, and labelling.

With comprehensive reporting and evaluation of market trends, analysed by product, market sector, and geography, you build the intelligence to identify and capitalise on new opportunities for innovation and business growth.

Manage stock to fulfil customers' expectations

Sage 1000 helps you to reduce inventory and manage stock in a cost-effective, controlled way, avoiding the risks of over-investing in expensive stock or leaving orders too late to satisfy your customers. It keeps you fully in control by providing real-time multi-site views of current and expected stock alongside extensive inventory management features.

Repetitive Route Scheduling

Sage 1000 helps you make more efficient use of resources (drivers and vehicles) by enabling you to set up details of these resources and standard routes (areas and days/dates).

Sage 1000 takes on the time-consuming yet important task of generating the loads (routes/delivery dates) to which orders can be allocated, while the user produces shipping documentation, such as picking lists and despatch notes, by load.



Sage 1000 in Project Management



Benefits in brief

- Sophisticated project accounting and project management
- Project-by-project managing and accounting for tight control
- Billing methodology including cost-plus and staged payments
- Manages and bills after-sales service

Sage 1000 is perfect for handling internal or external projects and helps build tighter control in managing and accounting for business operations. It gives managers a true picture of costs incurred in carrying out projects and payments received at any point.

Any costs committed before expenditure are fully visible; expenses may be validated against budgets; and costs closely tracked throughout. Customers may be billed using staged invoices or by using cost-plus calculations for maximum flexibility.

Job Costing

Sage 1000 provides you with an up-to-date picture of expenditure and revenue associated with specific projects. If used in conjunction with the financial ledgers, it's possible to record purchases, revenues, time-sheets, and payroll items for each job to ensure all costs are taken into account when fixing a realistic price.

The analysis of expenses and revenues posted from Accounts Receivable, Accounts Payable and Inventory Control functions are also supported.

Project Ledger & Project Billing

Designed for project-based businesses, the Sage 1000 Project Ledger is a user-defined cost repository mechanism. It allows you to 'slice and dice' data from all angles, across any part of the

organisation. Using the Project Ledger, projects may be closely followed throughout their life cycle. It is highly integrated to the General Ledger for consistent analysis of project-related data.

The Project Ledger is structured so that it can be used to provide extremely detailed, multi-dimensional analysis without a proliferation of codes in the General Ledger.

The Project Billing function supports project-related posting and invoicing. It enables you to define the services to customers along with the rules for when and what to bill. The module is fully integrated with the Project Ledger and Resource Ledger.

Resource ledger management

The Resource Ledger in Sage 1000 processes timesheets for your resources – human or otherwise. Timesheets may be quickly entered with automatic default values for locations, projects, sub-projects, charging rates, and status to minimise the data entry load.

By defining the expense, resource and project type, you have complete flexibility in reporting or enquiring by activity or productivity to analyse and assess where and to what effect expensive resources are being deployed.

Sage 1000 in Sales Management



Benefits in brief

- Puts you in complete control of your sales teams and sales pipeline
- Frees sales teams to focus their efforts on selling, not administration
- Reports at every level to let you know who's winning and who needs support
- Helps you grow revenues faster with the tools to focus on the right deal at the right time
- Supports every aspect of your sales operation... face-to-face selling, telesales operations, point of sale and mail order

Sage 1000 gives you every support in the drive to boost sales, while reducing the cost of sales. At every level – sales director, manager, executive and administrator – it provides instant access to the real-time data needed for increased effectiveness.

Information can be readily rolled up, tracked and reported on generating continuous, meaningful and accurate reports on exactly how well a sales organisation is performing. It allows you to define sales and lead processes to suit your business and priorities. It puts control at your fingertips in creating a lean, successful sales organisation.

Improving individual efficiency

Sage 1000 provides sales professionals with all the necessary tools to sell more effectively. Diaries, accounts, reports, pipelines, contacts, and call lists – everything that sales people need to achieve results is there. Quotes and orders can be easily created, saved and 'recycled' in future, freeing more time for selling.

Sales professionals can find and retrieve vital information quickly and easily, while sales teams can effectively analyse and manage the sales pipeline, with a snapshot of the sales cycle from first contact to final sale.

Winning the deal is, of course, only the beginning. Sage 1000 also helps you to achieve high levels of customer service through efficient order entry and timely delivery of goods. It draws on integrated data from your projecting accounting, financial, and manufacturing processes. This provides the necessary tools and information to give you a competitive edge in delivering exceptional service levels.

Automating and managing your sales force

Sage 1000 allows sales teams to effectively manage, forecast, and report on all phases of the sales cycle. You can easily analyse all current and historical account details and activities, manage multiple accounts and opportunities, and automatically distribute leads to appropriate sales professionals around the world.

Point-and-click reporting and graphs offer sales teams access to real-time data for on-the-spot analysis and evaluation. Analysing the information available helps you to acquire new clients and resell to existing ones.

In sales management, Sage 1000 can deliver reports on team performance every hour of the day, eliminating any unpleasant surprises at the end of the sales period. You can organise teams and schedule calls through a simple process that coordinates and fills diaries.

Maximise the value of each sale

Sage 1000 provides a snapshot of the sales cycle from first contact to final sale, allowing sales teams to effectively analyse and manage the sales pipeline. Access is given to the purchase history of every account. With purchasing patterns and preferences becoming instantly clearer, you have greater certainty that the value of each deal is being maximised. This also helps build relationships as discounts can be checked and given without delay for regular customers.

Maximise the value of telesales

Sage 1000 expands the potential to capitalise on customer contact. Whether used in outbound telemarketing or inbound order processing, its speed, flexibility, and information improve customer service and maximise sales. As well as helping you make best use of your sales team, Sage 1000 assists in developing and maintaining market share with extensive telesales support. Service levels are enhanced and customers have the flexible ordering/payment options they demand.

Sage 1000 helps companies with large volumes of telephone orders to handle many requirements, including mail order and counter sales, across different industries. It offers a fast order capture facility and a wide range of reporting facilities, including operator performance and sales trend analysis.

Entering a postcode enables the user to retrieve the customer address details at different points in the telesales order entry process. Customer details can be entered on the Sales Ledger or telesales customer files. It is also useful for entering or amending the delivery address on a specific order via the order header screen or the telesales payment types screen.

Complex discounts

Sage 1000 can manage a range of complex discounts automatically to avoid errors and accelerate processing. For example, multiple discounts may be calculated on an order line and also at order level. Alternatively, discounts may be based on volumes aggregated across particular groups of products.

Multichannel Selling

Sage 1000 offers functionality for point of sale and mail order operations. It is particularly suitable for a mixed requirement of counter sales and back-office order processing from the same stock holding.

The system handles instant over-the-counter or mail order sales for cash or credit cards. Payment by credit cards may be validated online or as an overnight batch process using the latest validation and authorisation checks.

A solution for retailers

Sage 1000 also links to Sage PayPoint. This retail system provides your business with a user friendly point of sale environment which allows you to conduct customer sale and payment transactions quickly, accurately and securely.

Fully compatible with industry leading hardware including Epson, IBM and J2, Sage PayPoint can be customised to reflect the unique processes of your business, adopting the terminology and the look and feel you require. This makes the system easier to use and reduces staff training overheads.

Transaction details are recorded within your tills, then passed back to the Sage 1000 program to ensure that stock, cash book and sales ledger information is kept up to date.

Sage 1000 in Customer Management, Service and Support



Benefits in brief

- In conjunction with other areas of the system, gives you a 'joined-up' view of the customer
- Enhances revenue and profits by acquiring and retaining high value customers and maximising opportunities
- Provides value-added services that are difficult for competitors to replicate
- Improves your product development and service delivery processes
- Arms your staff with in-depth knowledge of the customer's needs
- Streamlines the customer experience through faster problem resolution
- Reduces frustration – customer information entered once can be used over and over again

With ever-increasing supplier choice and ever-greater demands for service, staying close to your customers is the secret of business success. Your Sage 1000 solution helps you create a more concise, accurate and complete view of your customers from marketing and sales to order despatch and credit control.

You'll understand not just what they've bought and when, but their preferences and priorities; the business challenges they face; whether price or service is their main criterion; recent contact with your company, and the outcome.

Build loyal customer relationships

With Sage 1000, it becomes much easier for everyone inside your company to work together and share critical information. As a result, you will understand the buying habits and preferences of your customers and prospects so you can drive up sales, find new customers, and maximise repeat business.

You can build and manage lasting customer relationships by providing the professional level of service your customers expect. Sage 1000 provides real-time access to relevant customer data, pooling all transactions and communication history into a single screen. Wherever they work, your customer service professionals have a complete 360 degree view of customers.

They can search orders, call and escalation history, interactions, multiple contacts, support cases, email and documents sent and received, sales opportunities, and more. Equipped with the most up-to-date and complete customer information at their fingertips, they will quickly be able to resolve any service issues.

Integrated business data

Any customer-facing staff can draw on information from across the business. For example, they can carefully check credit status before selling to a customer; ascertain how much stock is in the warehouse; and determine the buying patterns of customers at a glance.

So for example, integration with your back-office functions means that account managers can view current product information, pricing and discounts to capitalise on potential cross-sell and up-sell opportunities when interacting with customers.

Capitalise on opportunities

With Sage 1000, you can readily analyse, manage, and synchronise sales, marketing and customer care activities across all points of contact. Customers and prospects will be able to interact with you across any department.

Information captured once is there for all staff to see, eliminating the frustrating need for the customer to keep repeating their details. Your employees will make the most of every interaction, too, with the history of the customer's entire relationship with your business to hand. As a result, they are empowered with critical information to build and support long-term customer satisfaction and loyalty.

Matches your business

Sage 1000 customer management, service and support functions map closely onto the way you work, with fields, screens, tabs, tables, views, scripts, and security settings all easily modified through on-screen tools.

There is complete, two-way synchronisation with Microsoft Outlook contacts, calendar (appointments) and tasks, in addition to enhanced email integration. You also have the option of using your Sage 1000 customer management functionality from within the standard Microsoft Outlook interface. This comprehensive integration also enables you to synchronise your customer management data to pocket devices such as mobile phones and PDAs, providing sales teams and mobile workers with vital information on the move.

Contract management

Efficient after-sales service with maintenance and revenue billing is easily managed with Sage 1000. It provides an efficient way to manage complex, high value equipment contracts with structured billing for recurring charges. You can bill in advance (or arrears) for services such as rental, lease, service, maintenance or support, with or without consolidated invoicing.

Return and Repairs

Sage 1000 allows you to manage items returned for credit, replacement or repair. Combining speed of entry, flexibility and online information helps you improve customer service by ensuring visibility of the returned product throughout the return/repair cycle.

Sage 1000 will record and track details of items returned by a customer for credit or replacement, interfacing directly to the telesales functionality of Sage 1000, while the Repairs function manages the repair process, including interfaces to inventory and bill of material functions.

Sage 1000 in Marketing Management



Benefits in brief

- Helps maximise return on investment by precisely targeting your marketing
- Reduces the effort in administering campaigns
- Fully supports telemarketing campaigns
- Offers powerful tools for managing, tracking and analysing marketing performance

Sage 1000 hones your ability to target the right customer first time and measure the effect of your marketing. In doing so, it eliminates guesswork to ensure your company's marketing resources bring best return.

Build a detailed profile of your audience

Sage 1000 enables you to build up a detailed profile of your customers and prospects over the whole course of your relationship with them. Lists can be assembled based on multiple criteria from your database; responses to campaigns can trigger sub-lists for the next stage of the campaign with successful responses moved to sales; and non-responses can be kept on a reminder list or removed if requested. This information can be stored, reported, and segmented for future campaigns.

Automation to help you manage and track campaigns

Sage 1000 helps you to make sound decisions on campaigns, based on the needs of your customers and prospects. You can assign, schedule and track marketing activities and view every detail of every campaign at a glance, including leads generated and lead follow-up.

You can drill down to specific activities within a campaign including communications, opportunities, responses, budget, actual cost

and list of prospects. This in-depth view means deployment of your company's marketing resources is based on solid information, while campaign performance can be closely measured.

Marketing evaluation tools

You can view campaign status at any time and evaluate return on investment. Analyse marketing campaigns by lead source or other important criteria, using sophisticated yet user-friendly tools and reports.

Sage 1000 not only tracks response rates, it also lets you match sales revenues to specific campaigns, providing immediate analysis data on cost versus sales.

Full control of telemarketing campaigns

Sage 1000 provides telemarketers with the tools they need for effective telemarketing. Calls can be automatically scheduled for telemarketing agents and the outcome of the calls can trigger the development of the next stage of the campaign.

Details of calls can be saved and shared throughout all departments for future reference. Call length and outcome recording capabilities are built in, and a connector to CTI (Computer Telephony Integration) allows all the call automation and recognition tools within your company to be integrated into your Sage 1000 solution.

Sage 1000 in Web Access and Self-Serve



Benefits in brief

- On-line self-service access to vital business information for your customers
- Any-time access to your business management software for your staff - from wherever they are

It would be unthinkable nowadays for any corporate solution not to draw on the power of the web to facilitate communications internally and across the extended enterprise of customers, suppliers and partners. Web technology has demonstrated its value in helping forward-looking businesses to sharpen their competitive advantage.

Web and wireless access

All users need is an Internet connection and a password to access Sage 1000 securely from wherever they are located, including through wireless devices. Each individual's access to the system is precisely controlled through central user rights administration.

By removing the barriers to accessing information, Sage 1000 empowers your teams to increase their own productivity and collaborate more effectively together.

Web self-service

Sage 1000 allows customers to access information or request services and support over the web whenever they want, 24/7. They can receive information based on their preferences, requests, and history through customised customer and partner portals. These password protected self-service areas on your website allow customers to log queries, make service requests, view the status of existing or past requests – in fact, anything that they would find useful.

This customer self-service area can be easily customised to incorporate the look and feel of your company website, ensuring that your company's brand remains consistent through all points of customer interaction.

Sage 1000 in Business Information, Reporting and Dashboards



Benefits in brief

- Different ways to access relevant information
- Personalised workspace for proactive information
- Powerful searching and enquiries give fast answers
- Reporting keeps the business informed
- Business Intelligence informs strategic thinking

Accessing the wealth of data stored in any business system is crucial. Sage 1000 offers users and managers powerful tools for extracting meaningful information, to assist them in day-to-day operations and strategic decision-making.

These include the provision of information in personalised workspaces and dashboards, facilities to locate information quickly in response to ad hoc queries, powerful reporting tools, and the ability to deploy SageBI – a full business intelligence application.

Create a personal workspace to improve efficiency

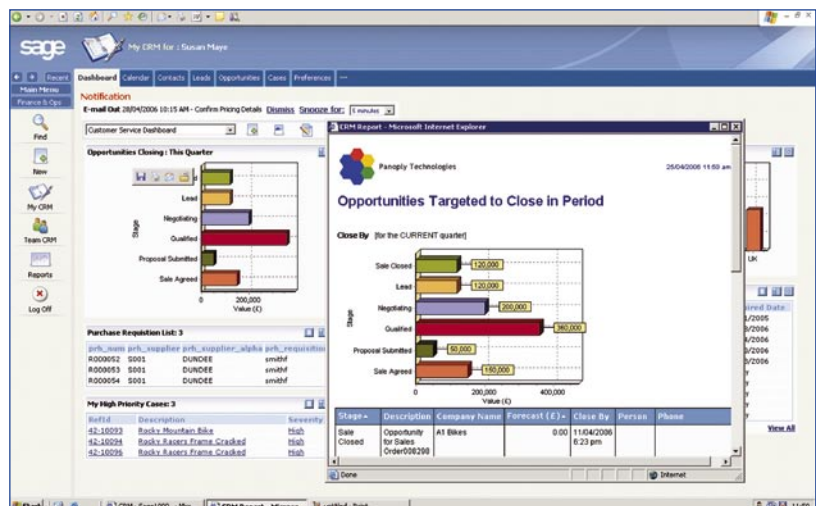
Sage 1000 brings timely information and easy access to relevant business data to your users' desktops. In doing so, it keeps your business ahead of the game by delivering essential information proactively.

Users can see at a glance their key priorities, reminders and other critical information, such as traditional 'dashboard' items.

All this can easily be customised and presented in the way that best helps your employees to fulfil their responsibilities. Purchase requisitions requiring authorisation, new orders that have arrived, top five customers of the day, calls that must be made...staff are instantly aware of everything requiring their attention. Easily navigating the screen, they can pick up on particular issues – such as noting a delay in a major order – and drill down to investigate the reasons.

Drilling down, users can progress beyond a high-level snapshot view to obtain a complete buying history, with status of current orders, order balance, year-to-date cost of sales, last invoice and so on. They have all the facts at their fingertips, and consequently can go into meetings and calls fully equipped to do business effectively.

The customisable workspace provides relevant information, with access to drill downs where required.



Ad hoc queries – drill-down to instant information

From high-level enquiries to the underlying detail, Sage 1000 provides a window into your business. It combines powerful search-and-find facilities with flexibility and ease of use. Through the on-screen 'find' button, users can rapidly pinpoint specific business data within the system.

If more complex searching is required, users can quickly build an enquiry, and have the resulting information presented on their desktop, sorted according to their preferences. The result of enquiries can be saved for future reference.

Up to four levels of enquiry and drill-down are possible within the one enquiry. A stock enquiry, for example, makes it possible to produce a list of stock items; view lists of sales orders, purchase orders, works orders, batches, allocations etc for a selected item; and then drill down to the source transaction, or to static information such as stock details, assembly, price lists and supplier information.

Reporting – keeping the business up to date

Sage 1000 provides a comprehensive range of standard reports 'out of the box'. If more information and analysis is needed, powerful reporting tools are included to customise existing reports or create new reports from scratch.

Layout can be tailored to meet your exact needs, with output either printed or saved electronically.

Sage Business Intelligence – for the insight that answers critical questions

Regardless of size or sector, every business today needs timely information to make the right management decisions. For advanced reporting and, ultimately, the creation of true business intelligence applications, Sage 1000 can integrate closely with Sage Business Intelligence. Running as part of Microsoft Excel, SageBI draws on your employees' existing skills while providing in-depth intelligence about the behaviour of your markets, customers, manufacturing operations, suppliers, business performance and much more.

Combining the simplicity of a spreadsheet with the scalability and robustness of a corporate database, SageBI can immediately deliver key business applications for planning, forecasting, scorecards, sales performance, and financial reporting, with powerful end-user analysis. Managers can plan for business growth at minimal risk by analysing data from across the enterprise, identifying customer and products trends, and highlighting additional revenue opportunities.

Key reporting and analysis features include:

- Powerful Analysis – Simple drill-down queries to highly formatted and complex queries are easy to produce. Multiple queries can be linked on the same worksheet.
- Collaboration – Output from any of these forms of analysis can be held in dynamic or stock reports embedded within Microsoft Office.
- Advanced Analysis – Unique data visualisation techniques, essential in data intensive applications where relationships between data items need to be explored and not simply assumed.
- Report Packs – Automatic building and distribution of report packs in Microsoft Excel or HTML format via e-mail or your corporate portal.
- Exception Reports - Allows identification of over/under performance, critical in scorecard applications, is easily achieved.

Sage 1000 at a glance

Please call 0845 111 9988 or check with your Sage Business Partner for more information about specific product configurations and functionality.

| | Sage 1000 |
|--|-----------|
| System-wide characteristics | |
| Customisable workspace with dashboards and calendars | ✓ |
| Workflow and alerts | ✓ |
| Thin client architecture using industry-standard Web browser | ✓ |
| Stringent user access security model | ✓ |
| Audit tools | ✓ |
| Paperless office functionality across key areas | ✓ |
| Developer tools to integrate third party applications | ✓ |
| Finance | |
| General ledger | ✓ |
| Accounts payable | ✓ |
| Accounts receivable | ✓ |
| Cash management | ✓ |
| Credit management | ✓ |
| BACS | ✓ |
| Fixed assets | ✓ |
| Absorption costing | ✓ |
| Payroll | ✓ |
| Supply chain management | ✓ |
| Purchase requisitioning | ✓ |
| Purchase order processing | ✓ |
| Inventory management | ✓ |
| Waste management | ✓ |
| EDI and XML | ✓ |
| Manufacturing | |
| Production scheduling | ✓ |
| Graphical planning | ✓ |
| Graphical master production scheduling | ✓ |
| Product configuration | ✓ |
| Product management | ✓ |
| Rough cut capacity planning | ✓ |
| Bill of materials | ✓ |
| Routing | ✓ |
| Works order processing | ✓ |
| Works orderless production | ✓ |
| Work in progress | ✓ |
| Sub-contract control | ✓ |
| Materials requirements planning | ✓ |

| | Sage 1000 |
|--|-----------|
| Distribution | |
| Inventory management | ✓ |
| Repetitive route scheduling | ✓ |
| Project Management | |
| Job costing | ✓ |
| Project ledger | ✓ |
| Project billing | ✓ |
| Resource ledger | ✓ |
| Sales Management | |
| Quotations | ✓ |
| Sales order processing | ✓ |
| Sales pipeline management | ✓ |
| Lead management | ✓ |
| Sales force automation | ✓ |
| Telesales, mail order & over-the-counter sales | ✓ |
| Complex discounting | ✓ |
| Customer Management, Service & Support | |
| Full customer communications history | ✓ |
| 360° view of customers | ✓ |
| Customer issue tracking | ✓ |
| Contract management | ✓ |
| Returns and repair management | ✓ |
| Marketing Management | |
| Customer profiling, segmentation & list building | ✓ |
| Campaign management & analysis | ✓ |
| Telemarketing management | ✓ |
| E-mail campaign tools | ✓ |
| Web Access & Self-Serve | |
| Web browser access for staff | ✓ |
| Self-serve portal for customers | ✓ |
| Business Information & Reporting | |
| Customisable workspace with dashboards & calendars | ✓ |
| Search and query builder tools | ✓ |
| Reporting tools | ✓ |
| Integrates with Sage Business Intelligence | ✓ |

POWER TO RUN YOUR BUSINESS

The Sage logo consists of the word "sage" in a white, lowercase, sans-serif font. The letters are closely spaced, with the 's' and 'a' being particularly prominent. The logo is set against a dark green rectangular background.

**To discuss the right Sage solution for
your business, please contact Sage.
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