

POWER TO RUN YOUR BUSINESS

sage

# Line 500

Enterprise Resource Planning software at the heart of your business



Rixonway Kitchens, West Yorkshire:  
one of over 3,000 businesses who  
rely on Sage Line 500.



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# Line 500

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## About Sage

**Sage is a world leading supplier of business management solutions and has been providing software and support to businesses like yours for more than 23 years. Over time we've built up a deep understanding of the needs of all sizes and types of business. Using this insight we have developed our products and services in order to meet customer requirements.**

Supported by our unrivalled customer service and our close relationships with business partners and developers, we can provide the right business management solution for you - whatever the size and nature of your company. With over 4.5 million Sage customers worldwide, 650,000 in the UK, the network of people relying on Sage systems is growing - many include your customers and suppliers.

In this increasingly connected world, becoming a Sage customer will enable you to do business more efficiently with the thousands of other companies who also rely on Sage.

Whatever the size of your organisation, technology is becoming increasingly important in running a profitable and successful business.

The larger the company, the more critical your technology strategy. It's not just your internal systems that count, but your customer and supplier-facing solutions too.

### **An extensive range of products**

Sage is dedicated to helping organisations automate their business processes and transactions. Our origins are in accounting and payroll software but today we offer a broad range of integrated business applications that span finance, distribution, manufacturing, services, e-Business, CRM (Customer Relationship Management), human resource management solutions, time recording and billing products.



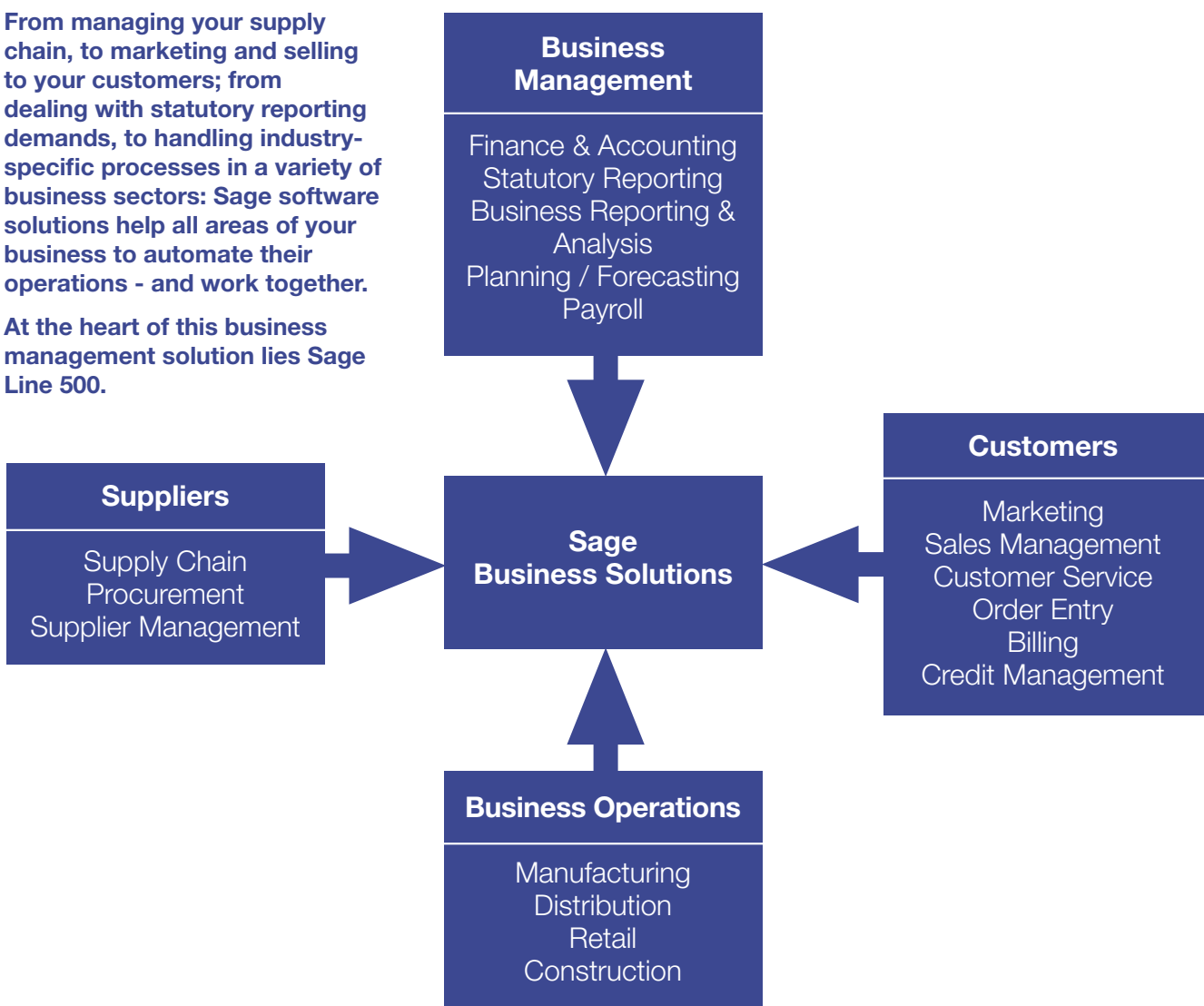
“At Sage, we understand that mid-sized and larger businesses have varied and complex requirements. From accounting and payroll through to CRM and ERP, we offer scalable, integrated software solutions to meet their needs.”

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

# Sage Business Management Solutions

From managing your supply chain, to marketing and selling to your customers; from dealing with statutory reporting demands, to handling industry-specific processes in a variety of business sectors: Sage software solutions help all areas of your business to automate their operations - and work together.

At the heart of this business management solution lies Sage Line 500.



## Sage Line 500 overview

**Sage Line 500 offers all the advantages of a tried and tested Enterprise Resource Planning (ERP) solution with the outstanding performance and web capability that is essential for success in today's competitive business environment. Whatever industry your business operates in, Sage Line 500 provides the enterprise-wide business information and management control you need to balance increased profitability with delivering consistently high levels of service.**

Available on a wide range of operating systems and compatible with a host of industry-leading databases, Sage Line 500 gives mid-range and larger organisations the reliability, scalability and international coverage they must have to stay ahead of their global competitors.

### **A flexible solution for a changing world**

At Sage, we continuously invest our resources and energies into the solutions that our customers use to solve real business problems. And by constantly talking to Sage Line 500 users, we better understand their requirements too.

### **Capitalise on modern technology**

Built around the latest technologies, Sage Line 500 is an extremely easy-to-use system that incorporates standard desktop applications, allowing data to be swapped between Sage Line 500 and the desktop through 'cut and paste'.

Screens are fully customisable to suit the individual's work flow, helping to increase productivity. Thanks to short learning curves, users quickly become familiar with the system's extensive capabilities.



### Remote access

The Universal Client provides a low cost, remote access solution for Sage Line 500. By accessing the business system via a standard internet browser through a central resource, administration costs are lowered. The Universal Client is easy to manage and it's suitable for office-based and off-site employees. The Universal Client supports SSL encryption for secure remote access to your Sage Line 500 system over public networks.

### Improved efficiency

Eliminate costly pre-printed stationery and time-consuming filing while freeing up valuable storage space with Sage Paperless. By accessing archived documents in seconds, you will improve productivity. Through a low cost of ownership and a rapid return on investment, your business will immediately feel the benefits of a smooth-running, paperless environment.

### Language capabilities

Sage Line 500 is available in the following languages: English, French, Dutch, German, Spanish and Italian.

### A highly skilled partner network

Sage Line 500 is only available through carefully-selected and certified Sage business partners to ensure your investment is in knowledgeable hands.

Sage business partners have in-depth industry knowledge and outstanding technical expertise to provide consultancy and support before, during, and after implementation.

By combining the right mix of Sage products and services, your Sage business partner will deliver a complete solution that meets your exact requirements.

### A complete business management solution

The wide range of Sage Line 500 modules seamlessly unifies information from finance, distribution, manufacturing and service operations. This creates a wide-ranging management system for many aspects of your business – from customer orders to after-sales service, in the front and back office, on the shop floor and in the warehouse. The diagram opposite gives an example of how Sage Line 500 could support business processes in a typical enterprise.

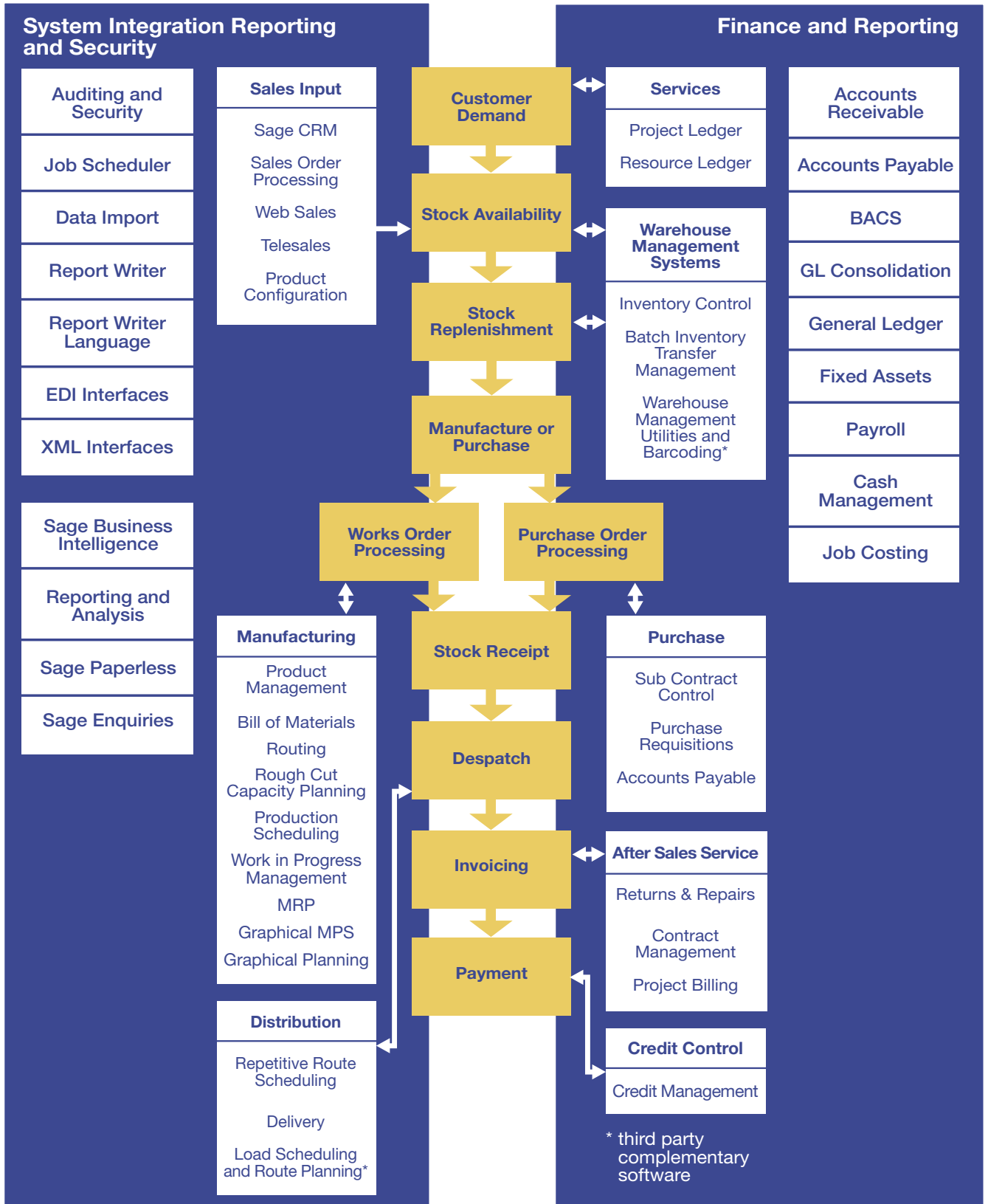
Sage Line 500 also integrates with Sage Customer Relationship Management (CRM) products, with significant benefits. Everyone in your business - from credit control to sales and marketing - has a single view of your customers; and with the ready availability of back-office information to customer-facing staff, you can provide better customer service. Turn to page 20 to find out more about Sage CRM solutions and the benefits of integration.

Further, the latest version of Sage Line 500 provides a number of Application Programming Interfaces (APIs). These allow your Sage business partner to extend and modify the software, as well as linking it to other best-of-breed applications.

The net result; a complete business management system, tailored to your particular requirements.

# Sage Line 500 Process Chart

An example of how Sage Line 500 could support processes in a business.



# Financial Modules

**Fast, accurate reporting and analysis are essential for responding rapidly to changes in day-to-day business and for long-term sustained success. Sage Line 500 ensures critical decisions are firmly based on solid and concise information, consolidated across your enterprise. Managers and staff have access to comprehensive integrated information, including attached spreadsheets or e-mails.**

Sage Line 500 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.

As an integrated management system, Sage Line 500 Financials provides control over your local or international business, while fully accommodating domestic markets alongside legal, accounting, and taxation requirements. Sage Line 500 can report in local and head-office currencies at any level in the company hierarchy.

## Financial Modules

### General Ledger

The Sage Line 500 General Ledger is the central hub of financial information. It's a repository for company-wide transactions that can be enquired upon or reported in different ways.

As a means of providing a complete financial picture for your organisation, the General Ledger is essential to the integrated accounting system and to your company's strategic decision-making.

The General Ledger is configurable to meet multi-national requirements around the world. Security settings ensure that information is only available to users that have the right clearance.

### Accounts Payable

Sage Line 500 Accounts Payable is a sophisticated tool for handling all of your organisation's accounts payable requirements. It offers full control over cash flow and immediate access to outstanding creditor information.

Accounts Payable provides flexible authorisation control to complement your business processes. Full invoice matching is available with Purchase Order Processing or the module will run stand-alone. Flexible and secure payment methods are supported along with full integration to Cash Management for reconciliation.

The system can handle simple and complex foreign transactions. For companies based in or trading with Europe, Sage Line 500 supports the triangulation rules and conversion facilities required for currencies that transition to the Euro.

## Benefits

- Provides tight financial control with full visibility of costs committed before expenditure is incurred.
- Includes powerful reporting tools and evaluation of market trends to assist informed strategic decisions.
- Manages your cash flow through close budget control and efficient purchase requisitioning.
- Supports international business with multi-language, multi-currency, multi-company features.
- Includes extended support for your credit management teams.
- Lowers your administrative costs by increasing user productivity.

### Accounts Receivable

Accounts Receivable provides effective debt management for optimum cash flow and a healthy balance sheet. Simple to use, yet extremely flexible, it handles different customer requirements from simple accounts to a complex accounting hierarchy.

Accounts Receivable offers complete control over your receivables and provides all the necessary information for accurate and timely decisions. Managing sales and debtor activity, Accounts Receivable provides up-to-the-minute information for aged debtor analysis.

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

Cash Management helps you keep up-to-date with ever-changing bank balances, monitor cash flow accurately, and make informed decisions about immediate expenditure. This comprehensive module allows you to monitor financial exposure and fully reconcile your system with information provided from your bank accounts, whether manual or electronic.

Fully integrated with the other financial ledgers, information is updated automatically without the need for re-keying to save time and effort. 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. The module also supports multi-currency and offers currency revaluation facilities to track exchange difference exposure.

### Credit Management

Sage Line 500 Credit Management provides a centralised credit control function with an integrated transaction enquiry and call logging process. Full diary management is supported with automated 'target call' lists by credit controller. Call logging supports entry of free-format text, cheque promise dates, ad-hoc generation of statements, and reminder letters, along with simple cash flow forecasting.

### Payroll

The Sage Line 500 Payroll module is fast and accurate. It relieves you of the intricate and time-consuming task of calculating and checking each employee's pay. Built-in security ensures that confidential information is protected from unauthorised users. Key features include multiple payrolls within a single company, the flexibility in building up each employee's pay, and full compliance with statutory requirements. And because the

module is integrated into Sage Line 500, you can obtain comprehensive analysis of all payroll costs throughout.

### Electronic Payments (BACS)

The BACS module communicates with the UK banking system, saving time for you and your payees. This module fully integrates with the financial ledgers and the payroll while maintaining full security throughout. It also supports multiple payment media, including the recently-introduced internet submission and integrates with PC Banking and BACS submission software.

### International Payments

International Payments extends the functionality of the Electronic Payments module. It supports a flexible definition of output formats for multinational requirements, including the facility to split a single payment run into multiple output formats. For example, a company in the Netherlands can pay suppliers in Belgium and France in a single remittance advice run.

### Auditing & Security

This simple but powerful tool allows for specific events to 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.

### Fixed Assets

Sage Line 500 Fixed Assets provides control over your assets and their depreciation. It can be used stand-alone or as part of the procurement process with full integration to the General Ledger. Comprehensive information may be recorded for each asset along with associated attachments to assist management and tracking. The system has flexible depreciation methods to meet the requirements of the commercial and public sectors.

### Job Costing

Sage Line 500 Job Costing provides you with an up-to-date picture of expenditure and revenue associated with specific projects. If used in conjunction with the ledgers, it's possible to record purchases, revenues, time-sheets, and payroll items for each job. The analysis of expenses and revenues posted from Accounts Receivable, Accounts Payable, and Inventory Control is also supported.

### General Ledger Consolidation

For organisations with more than one legal entity, consolidation provides a fast and easy period-end process. It will automatically map subsidiary Chart of Account structures to the holding company structure which may be different. Any subsidiaries' local currencies will be automatically translated. Translation differences created in the process are automatically handled too. For those organisations with very complex legal entity structures, multiple levels of consolidation can be configured.

### Archiving

The ability to retain full accounting records electronically is a key audit requirement. This module 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.

### Absorption Costing

The Absorption Costing module allows organisations to maintain budgetary and actual period-based statistics for use as part of an absorption costing process. Users may create an unlimited number of statistical sets such as headcount or floor space. These are then configured to cross-reference each other and create service-level recharges across internal departments. 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.

### Inter Entity Accounting

General Ledger journal processing enables entry of Inter-Unit accounting information such as target and source entities, and General Ledger account code mapping rules. Inter-Unit audit files are used to generate ASCII format files, which are in turn used to transport Inter-Unit journals from one Inter-Unit company to another.

## Distribution modules

**Sage Line 500 Distribution supports the drive to deliver levels of service that exceed your customers' expectations, while closely managing your costs. It provides the necessary integrated processes and information flows to help you supply total quality in terms of products, service, and after-sales support.**

The order processing options within Sage Line 500 Distribution offer maximum flexibility in fulfilling customers' individual requirements for ordering and payment methods, order size, delivery times, packaging, and labelling.

At the same time, comprehensive reporting and evaluation of market trends, analysed by product, market sector, and geography, give you a clear picture of where the best opportunities for profit lie.

Companies handling large volumes of orders over the telephone will benefit from the Telesales module. This can handle many requirements, including mail order and counter sales, across different industries.

### **Focus your supply chain and your resources on customer satisfaction**

Delivering excellent service demands strong partner networks which concentrate on continuous improvement in customer service. Sage Line 500 Distribution helps you manage a seamless flow of information and goods from supplier to end consumer. This will help reduce inventory and manage stock to satisfy your customers in a cost-effective way. Sage Line 500 Distribution keeps you fully in control by providing realtime multi-

site views of current and expected stock alongside extensive inventory management features.

### **Create an effective purchasing strategy to reduce your financial commitment**

An efficient purchasing strategy balances high customer service levels with minimal financial commitment. Through its extensive support for Purchase Requisitioning, Sage Line 500 Distribution helps you create a centrally managed, flexible purchasing operation that keeps you fully in control.



## Distribution Modules

### Inventory Control

Effective Inventory Control is the cornerstone of an Efficient Consumer Response (ECR) strategy. This sets out to deliver exceptional customer service at an acceptable cost. For most companies, a stock holding of some kind is necessary if high service levels are to be maintained. The supply of manufactured or purchased goods has to track demand as closely as possible. Inventory Control offers the right tools and information to help you minimise your investment in stock and depot resources while ensuring a high level of service.

### Sales Order Entry

Sales Order Entry allows organisations to achieve high levels of customer service through efficient order entry and timely delivery of goods. It is fully integrated with the Project Accounting, Financial, and Manufacturing modules. This provides the necessary tools and information to allow companies to gain a competitive edge by delivering exceptional levels of customer service.

### Sales Invoicing and Analysis

Comprehensive analysis of sales activity by profitability and market trends is key to ensuring business growth and customer service. Sales Invoicing and Analysis provides accurate cost of sales with full

margin visibility. Integration with the General Ledger enables sales revenue and cost of sales analysis by customer, warehouse, and product.

### Purchase Order Processing

Purchase Order Processing provides all the necessary tools and information to allow you to develop cost-effective strategies for delivering high levels of customer service. This is achieved by matching key purchasing decisions back to forecast and actual demand.

### Telesales Order Entry

The telesales system offers the opportunity to capitalise on customer contact. Whether used pro-actively (outbound telemarketing) or reactively (inbound order processing), the system's speed, flexibility, and information improves customer service and maximises sales. The Telesales Order Entry module offers a fast order capture facility particularly suited to a telesales environment.

The Telesales module also provides a wide range of reporting facilities including operator performance and sales trend analysis.

### Purchase Requisitions

Target customer service levels, economies of scale, and overall financial commitment are all factors that need to be built into an efficient purchasing strategy. Purchase Requisitions provides comprehensive financial control over the purchasing process.

A configurable requisition authorisation supports a hierarchical process that may involve requisition supervisors, buyers, and budget controllers. Costs are minimised by consolidating multiple requisitions for the same supplier into a single purchase order, ensuring an efficiently managed centralised purchasing operation. Purchasing commitment is tracked through to the General Ledger with realtime budget consumption built into the authorisation process.

## Benefits

- Cuts costs by minimising your investment in inventory, improving stock management and optimising transport resources.
- Helps you develop and maintain market share by offering telesales support, enhancing service levels and providing flexible ordering/payment options.
- Maximises the value of your supply chain and supports you in building strong partner networks.

### Point of Sale

Sage Line 500 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.

### Postcode Search

Using this module, you may enter a postcode to retrieve the customer address details at different points in the Telesales order entry process. This is ideal for entering new customer details 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.

### Repetitive Route Scheduling

Repetitive Route Scheduling allows the user to set up details of transport resources (drivers and vehicles) and standard routes (areas and days/dates). The system then generates loads (routes/delivery dates) to which orders can be allocated. The user can then produce shipping documentation, such as picking lists and despatch notes, by load.

### Returns and Repairs

Sage Line 500 Returns and Repairs system allows the user to record, track, and progress items returned for credit, replacement, or repair. Its combination of speed of entry, flexibility, and online information helps you improve customer service by ensuring visibility of the returned product throughout the return/repair cycle. The Returns Logging module will record and track details of items returned by a customer for credit or replacement, interfacing directly to the Sage Line 500 Telesales Order Entry module. The Repairs module helps the user control and manage the repair process, integrating with the Sage Inventory and Bill of Material modules.

### Branch Inventory Transfer Management

Branch Inventory Transfer Management allows the user to control the internal movement of stock from one location to another. This is achieved by using the Telesales system to handle transfer notes (internal sales orders). These are then processed like normal sales orders, except that the customer is an internal location such as a warehouse defined in the standard warehouse file. The system also handles the concept of 'in transit'. This is the potential time delay between the stock leaving one location and arriving at its destination.

### Waste Management

This module provides support for EU Waste Management regulations where two methodologies have been adopted - one for the UK and one for Germany. Most EU members are adopting the German approach and so the module has been designed to support both methods within a generic solution.

Waste Management 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.

### Extended Discounts

In some business environments, there is a requirement for multiple discounts recorded separately on a single order line. It is important to automate this to avoid errors and speed up processing. Extended Discounts will manage a number of more complex discounts automatically. For example, multiple discounts may be calculated on an order line and also at order level. Percentage calculations may be based on list price or price so far.

# Manufacturing Modules

**Sage Line 500 Manufacturing provides a completely flexible software solution for businesses throughout a wide range of manufacturing industry sectors. These businesses may range from straightforward engineering through to complex process engineering. Businesses benefiting from Sage Line 500 Manufacturing include those using mixed mode manufacture, making standard and configured products. The specific needs of project-based manufacturing businesses are also comprehensively covered.**

## Powerful resource management

Whether you require support for an agile manufacturing organisation or for a batch engineering machine shop, Sage Line 500 Manufacturing is ideal. It gives you tight financial control of associated material and processing costs along with realtime valuations of completed operations and work in progress. Sage Line 500 Manufacturing will help you manage the complexity of resources involved in manufacturing on your shop floor and from subcontractors.

## Maintain maximum productivity, with efficient shop floor management

Sage Line 500 Manufacturing monitors and reports in real time on issues and events on the shop floor that might affect productivity. You will

benefit from readily-available detailed information on work in progress as well as unplanned events such as machine breakdowns or absenteeism.

## Manufacturing Modules

### Bill of Materials

Bill of Materials gives total flexibility through its ability to handle component listings and formulae. Bill of Materials offers planning option percentages to simulate high level forecasting 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.

### Works Order Processing

Works Order Processing provides the business with 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 provide a reflection of actual build, mirroring what has happened on the factory floor. A Sage Line 500 Works Order is also 'live' until it has been completed. This allows 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.

### Material Requirements Planning

Material Requirements Planning provides a direct supply response to meet customer demand. This may be driven from source demand elements such as sales orders, forecasts, or works orders. This ensures that 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. Whether the

## Benefits

- Supports configure-to-order, manufacture-to-order and batch engineering.
- Controls associated material, inventory and processing costs.
- Monitors and reports on issues and events on the shop floor to maintain maximum productivity.
- Eases the complexity of managing your own resources and subcontractors.
- Supports you in meeting the requirements of broad markets or individual customers.

requirement is for a responsive, agile manufacturing company or for the batch engineering machine shop, the appropriate techniques are provided within Sage Line 500.

### Works Orderless Production

The Works Orderless Production module 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. The module allows the user to 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 may be made. The module then transacts all the component issues and the product completion.

Works Orderless Production can be used as the main production recording facility or can run alongside Sage Line 500 Works Order Processing to support mixed-mode manufacturing processes.

### Product Management

The Product Management module is a powerful tool for controlling parts from initial introduction through their lifecycle and to planned obsolescence. The system manages changes to Bill of Materials and Routings during product lifetime,

providing audit data to support BS5750 and ISO9000 accreditation.

The system can also generate optimum phase-out/phase-in dates, thus 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.

### Production Scheduling

The Production Scheduling module is built around the market-leading Advanced Planning & Scheduling (APS) solutions developed by Preactor International. The system helps you manage the simultaneous planning of material, capacity, and other constraints, while responding rapidly to any changes. This powerful APS solution is tightly integrated with Sage Line 500 as an out-of-the box solution for quick and cost-effective implementation.

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; for example on-shift would be 100% and off-shift 0%. This is used to calculate an operation start and finish time. States may be assigned a colour and shading in the sequencer overview for ease of identification. Users can also add more states such as 'half speed'. These states are useful for the

insertion of calendar exceptions such as unforeseen breakdowns.

### Graphical Planning

The Graphical Planning module is built around the market-leading scheduling solutions developed by Preactor International. As a sub-set of the Sage Production Scheduling system, it provides single constraint graphical planning tools for businesses wanting a simpler solution.

### Graphical Master Production Scheduling

The Graphical MPS module allows the creation of an optimised Master Production Schedule (MPS) using a graphical planning environment. This enables realistic, achievable production plans to be created 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. Graphical MPS has been developed in conjunction with Preactor International.

### Product Configuration

Product Configuration allows for the controlled creation of complex products through a simple rule-based question and answer session. It 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 for future duplication.

### Rough Cut Capacity Planning

Rough Cut Capacity Planning provides a rapid view of the capability of a business to build products within specified timescales. It will identify bottlenecks and highlight areas where resources are being under-utilised. Prioritisation, by capital plant or by labour, gives a high-level, fast first-cut view of the resources needed, enabling management to adjust production plans efficiently to match consumer demand.

### Routing

Routing provides a comprehensive suite to ease the management of the many resources required to

produce manufactured product economically and effectively. Using the Routing Module, the complex shape and combination of resources associated with modern shop floors can be easily maintained. Alternative and Supersession routes are fully supported.

### Sub Contract Control

Sub Contract Control allows for the enhanced management, documentation, and visibility of routing 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.

### Work in Progress

Work in Progress contains realtime links that show the status of Works Orders by cost, progress, and customer. Event management is a quality-enabler that allocates issues into groups set up by the user. The frequency of any event can then be reported, allowing improvements to be applied continuously and subsequently monitored. For example, this may mean identifying a faulty machine that needs replacement rather than repair or highlighting absenteeism by department.



# Services

**For tighter control in managing and accounting, Sage Line 500 is perfect for handling internal or external projects. 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.**

Sage Line 500 can help you ensure prompt, efficient billing for external contracts, such as equipment maintenance.

## Services Modules

### Contract Management

Efficient after-sales service with maintenance and revenue billing is easily managed with Sage Line 500. 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.

### Project Ledger

Designed for project-based businesses, the Project Ledger is a user-defined cost repository mechanism. This module 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.

### Project Billing

The Project Billing module 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

The Resource Ledger in Sage Line 500 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 cut the data entry load. By defining the expense, resource and project type, you have complete flexibility in reporting or enquiring by activity or productivity.

## Benefits

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

# e-Business

**Making sure your business solutions integrate with your electronic business applications, will ensure that your business takes advantage of the growing e-connected world.**

## e-Business Modules

### Web Sales

Customers may browse for product information, check their account details, and look at inventory as well as placing and tracking orders. When web orders are made, the system automatically updates to display remaining inventory. Self-ordering over the web cuts the cost of doing business and eliminates effort.

### EDI Interfaces

Electronic Data Interchange (EDI) allows you to integrate with other systems via common EDI networks and message standards. Through the ability to process transactions to or from Sage Line 500, the EDI modules can help send your customer despatch notices. It also allows you to record confirmations from customers or third party

systems. This will then update order status, stock, and sales despatch history.

### XML Interfaces

As an extension to the EDI modules, the XML modules take integration to a new level. There is an XML message schema for common Sales Order Processing and Purchase Order Processing module transactions. This enables an easy integration path for purchase and sales orders, sales acknowledgments, purchase order amendments, despatch notes, purchase receipts, sales invoices, and purchase invoices. By linking the full functionality of the EDI modules to the XML messages, Sage Line 500's feature-rich rule-based system will process incoming and outgoing transactions.

## Benefits

- Around-the-clock trading with customers worldwide.
- Supplier and customer information flows straight into Sage Line 500 – allowing instant access to data and reduces the need for data entry.
- Easy direct access to business information anywhere, anytime.
- Unrivalled customer service for latest product pricing, descriptions, and stock availability.
- Employees can use a tailored desktop solution for easy access to information, applications, and resources.

# Reporting

**What business today can do without timely information? Regardless of their sector or size, all businesses need ready access to information to make the right management decisions. But that means having easy access to relevant business data on the desktop from the shop floor to the boardroom.**

Powerful data interrogation features within Sage Line 500 allow you to answer important questions about the business such as:

- Which products are driving the business?
- Which products produce the most revenue?
- Are some costs going out of control?
- And who are the most profitable customers?

Sage Line 500 provides a comprehensive range of in-built standard reports and online enquiries. If more information and analysis is needed, then the Report Writer and Enquiries modules allow users to create custom reports and enquiries.

## Reporting modules

Report Writer is designed to supplement the standard reports that are available. The data can be extracted from any aspect of the system and incorporated into a report. The layout of these reports can be tailored to meet your exact requirements with the reported output either printed or saved to a file.

## Reporting language

Report Writer Language is the ideal accompaniment to Report Writer and allows the more advanced user to design complex reports using an easy-to-learn structured query language. You can extend the functionality of report definitions that have been created using the Report Writer and take advantage of the query you have created to simultaneously create two or more reports from the same set of data; for example, a detailed report and a summary report.

## Enquiries

Sage Enquiries takes online reporting to a new level. This module combines the flexibility of Report Writer with the look and feel of standard Sage enquiry programs. Sage Enquiries allows users to build custom enquiries as and when they're needed.

Users can rapidly locate key business data in tables within any part of the core system, quickly build the enquiry, and then present the information on the desktop. From high-level enquiries to low-level detail, Sage Enquiries provides a powerful window into the heart of your business.

# Business Intelligence

**If you want a real insight into your business, then Sage Business Intelligence (SageBI) always delivers the answers. By combining the simplicity of a spreadsheet with the scalability and robustness of a corporate database, Sage Business Intelligence takes a quantum leap in business performance monitoring.**

It can immediately deliver key business applications for planning, forecasting, scorecards, sales performance, and financial reporting. Powerful end-user analysis puts Sage Business Intelligence at the forefront of your business.

Business Intelligence delivers:

- Improved revenue and profits by acquiring and retaining high value customers.
- Reduced costs through more effective and responsive management.
- Automated compliance with regulatory reporting requirements.
- Improved customer loyalty through improved quality and superior service.

## The complete Business Intelligence solution

Sage Business Intelligence provides a complete reporting, analysis, and application solution. And by running as part of Microsoft Excel, it also exploits your employees' existing skills.

Sage Business Intelligence solutions are quick and easy to build and intuitive to use. By being extremely cost-effective to deploy across the business, they deliver a fast

return on investment too. Thanks to Sage Business Intelligence, there's no need for expensive third-party proprietary business intelligence tools.

## Reporting and Analysis

Sage Business Intelligence is a complete set of reporting and analysis tools, totally integrated into Microsoft Excel. This allows users to build reports in a fully-interactive environment. Output may form part of a spreadsheet application using



existing Excel functionality or may be e-mailed directly to appropriate recipients.

### Key Reporting and Analysis features

- **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** - Identification of over and under performance, critical in scorecard applications, is easily achieved.

### Building Applications

Typical business analysis applications such as sales analysis, financial reporting, customer analysis, and business planning are easily delivered using Sage Business Intelligence. It delivers all the tools needed for extensive ad-hoc analysis, to create reporting applications, and to construct business performance dashboards.

Sage customers may take advantage of pre-supplied analytical applications or customise their own using the tools provided. This analysis and reporting capability

may also be extended to other parts of the business. By using the Sage Business Intelligence Suite, users are easily able to combine financial and non-financial data in one report. The same facilities can also integrate summary and detailed transactional reports.

By using Sage Business Intelligence, it's easy to be productive while keeping cost of ownership to the absolute minimum. For example, sharing information with others is simple. Users simply build reports in a familiar environment, Microsoft Excel, then distribute them via email or publish to the web.

### In addition Sage Business Intelligence delivers the following benefits:

- Powerful applications and reporting solution. The power of Excel, Sage Business Intelligence, and the underlying scalability of Microsoft SQL Server Analysis Services, allows almost any end user application to be undertaken irrespective of size or complexity.
- Easy to Understand and Use - Users know the business issues they are trying to address, so they can control directly how each application looks, feels and operates, and as it's an Excel application, it's easy to use.
- Lowest Cost of deployment - Getting started with the product is low cost. Little consulting or training is required and the software has probably the lowest cost per seat of any comparable solution.

# Sage CRM Solutions

**Staying close to your customers is the secret of business success in markets with burgeoning supplier choice and ever-greater service demands.**

**Sage offers a range of CRM solutions that integrate with Sage Line 500 to create a single view of your business and provides a complete management and reporting function.**

## Know your customers inside out

The key to driving up sales, finding new customers, and maximising repeat business is having the right information to hand. What's needed are tools to collate and share data about customers throughout the company. If the right information is available, then sales can sell more as well as helping staff in the marketing, finance, and logistics departments be more effective.

Customer Relationship Management (CRM) software does all of this and much more. It helps provide greater efficiency in sales and customer service: it also helps improve working relationships with suppliers and other business contacts.

## The Sage CRM range

Sage offers three powerful CRM solutions - SalesLogix, Sage Mid Market Edition and SageCRM.com. The software fully integrates with Sage Line 500 to create an integrated front and back office system.

- **Sage SalesLogix** - a fully-customisable development platform that provides an extensive suite of CRM applications and industry-specific functionality for moderate to highly complex organisations.

It builds on industry-leading standard functionality with the ability to customise any screen or process to match the specific requirements of your company.

- **Sage Mid Market Edition (MME)** - an easy to use Sales, Marketing and Support system for small and medium sized business, providing out-of-the-box, but configurable business process automation. Access through a web-browser to a local server combines the flexibility of a custom-built solution with the convenience of rapid access and on-the-road mobility.
- **SageCRM.com** - is a fully hosted CRM solution by Sage that provides all the functionality of a full CRM solution but without requiring the up-front capital investment or any in-house IT expertise. Users simply need a browser to subscribe to a configurable solution.

## Network of business partners

Sage CRM is also supported and developed by Sage business partners for easy integration with your existing business infrastructure. Industry-specific solutions can be provided for growing organisations, meeting the simplest or most complex requirements.

### Why integrate

In today's tough competitive environment, customer service is more important than ever. If customers – whether consumers or other businesses – aren't satisfied with the levels of service they are receiving, they will vote with their feet. Providing accurate, up to date, timely information to your customers will help you to keep their loyalty. Integrating your back-office functions such as finance and distribution with your customer-facing CRM system will enable you to do just that. Sales staff can easily see the availability of stock across different locations and check the real-time status of orders without delving into different systems or

consulting colleagues who may not be available. As a result, they can give this information to customers without frustrating delays.

Integration also allows different departments within your business to work more effectively together. Credit control, sales and marketing staff all have a single view of the customer – so you can avoid time-wasting activities such as running marketing campaigns to high credit risk customers or maintaining multiple databases of customer details. Instead you can focus on improved forecasting and planning. Ultimately, this also translates back to customer service benefits – your operation is slicker and there is less potential for delay, misunderstanding and error.

### Benefits of an integrated system:

- A single source of customer information.
- Insight for informed business decisions.
- Improved operational efficiency and customer service.
- No need to re-key data, thus improving accuracy and a reducing costs.
- Improved data analysis.
- Improved forecasting and planning hence to better business performance.



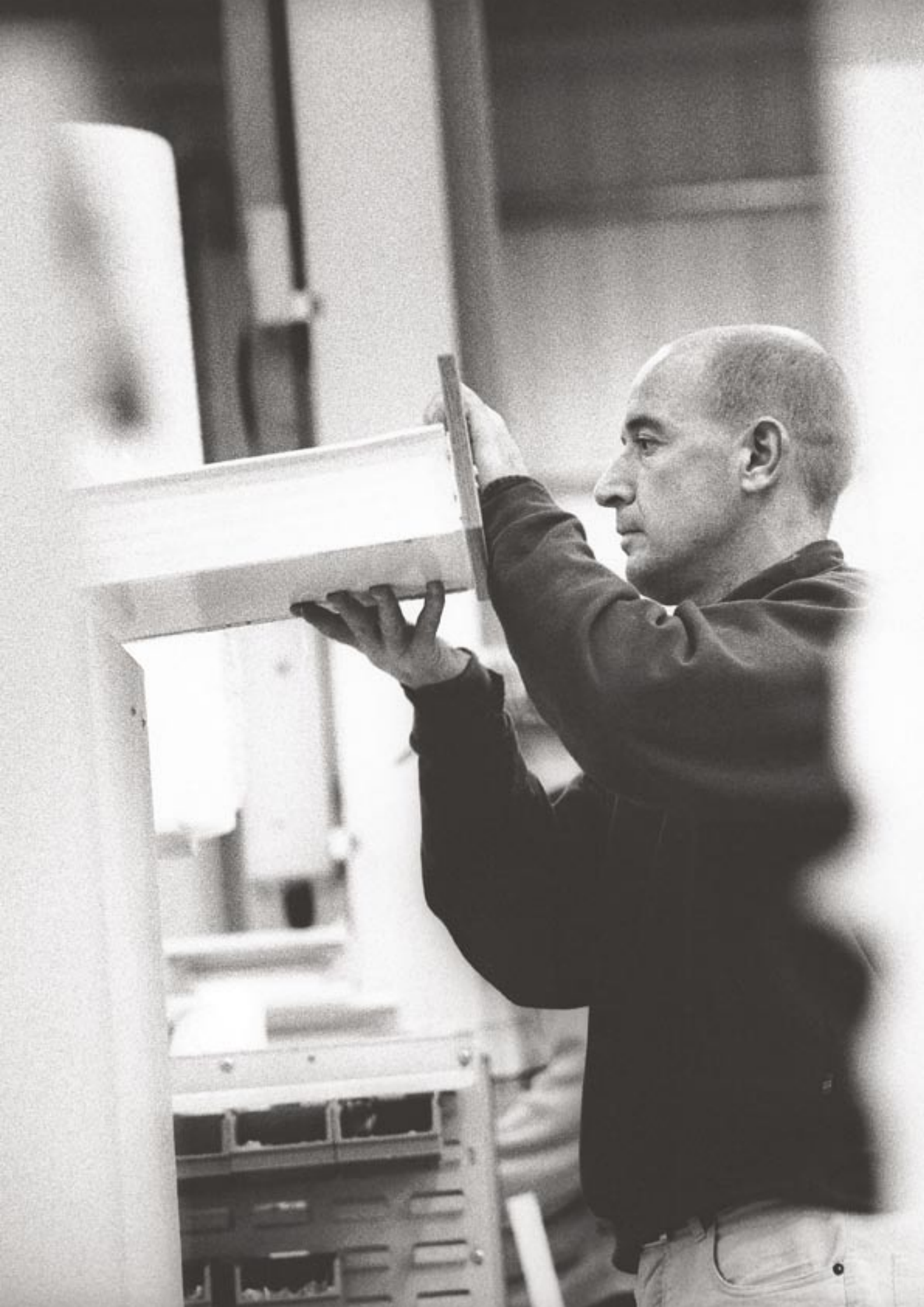
## Sage Line 500 at a glance

System Module/Features	Sage Line 500
<b>Finance Modules</b>	
General Ledger Document Header	✓
AP & AP Prepayments	✓
Retrospective AR & AP Statements	✓
Generic Auditing Module	✓
Enhanced Transaction Tracking	✓
Sales VAT Posting Enhancements	✓
Accounts Receivable Multi-Currency	✓
Full Euro Support	✓
Credit Management Module	✓
Intrastat Declaration Enhancements	✓
Payment types by transactions	✓
AP and PO Invoice Payment Status	✓
AP Template Invoices	✓
Automatic Reversal of GL Journal and AP Invoice	✓
Enhanced Bad Debt Management	✓
Extended Purchase Invoice Numbers	✓
VAT Exception Reporting	✓
International Bank Account Numbers	✓
<b>Manufacturing &amp; Distribution Modules</b>	
Production Scheduling System	✓
Sub-Contracting Module	✓
Product Management Module	✓
Works Orderless Production Module	✓
Manufacturing Extension Pack	✓
Graphical Master Production Schedule Module	✓
Graphical Planning Module	✓
Product Configuration Enhancements	✓
XML Interfaces	✓
Extended Discounts	✓
Enhanced Project Support for Sales Orders and Purchase Orders	✓
Product Hierarchies	✓
Passive Warehouse Management	✓
Supplier Contracts	✓
3 Way Matching and Variance Analysis	✓

System Module/Features	Sage Line 500
EU Waste Management Regulations Module	✓
Enhanced Product Code Search	✓
User Defined Stock Status	✓
Alternative BOMS and Routes	✓
'Where-used' enquiry on alternative BOMS	✓
BOM clear-down	✓
Rough Cut Capacity Planning Demand Filtering	✓
Works Order Variance and Cost Analysis	✓
Dynamic Product Lead Times	✓
Multiple Cost Sets	✓
<b>e-Business And Technology</b>	
Universal Client	✓
Client Enhancements	✓
Archiving Module	✓
Multi-Server Architecture	✓
Extended Drill-down Functionality	✓
Context Sensitive Help	✓
Online Product Documentation	✓
Auditors Guide	✓
Web Sales	✓
Generic Auditing Module	✓
Application Integration Server	✓
XML printing	✓
Improved password security	✓
<b>Services</b>	
Sub-contracting Module	✓
Project Billing Module	✓
Project Ledger to General Ledger Links	✓
Project Support for EDI AP invoices and Purchase Orders	✓
Project Support for POP Accruals	✓
<b>Reporting</b>	
Sage Enquiries Module	✓
Sage Business Intelligence Module	✓
Sage Paperless Suite	✓
Application Programming Interfaces (APIs)	✓







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.

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