

# Sage 1000

A powerful suite of business management software for larger organisations with more complex needs, Sage 1000 transforms your business into a seamlessly coordinated unit.

Sage 1000 is a suite of business management software that transforms your business from 'silos' of data and software applications to a seamlessly coordinated unit.

Sage 1000 spans and integrates across **all areas of your business**, uniting your finance, distribution, manufacturing, service operations and business information reporting.

Based on stable Sage business logic and technology

Sage 1000 is based on business logic already deployed in thousands of businesses, spanning business functions right across the organisation. The result is huge depth and breadth of functionality.

## Discover the power of Sage 1000

Here are some of the **key areas** where implementing Sage 1000 business management software will help reduce costs, improve performance and enhance your service:

Accounting and Finance

Customer Management, Service & Support

Sales Management

Marketing Management

Business Intelligence, Dashboards and Reporting

Supply Chain Management and Distribution

Manufacturing

Project Management

POS

# Manage your finances with Sage 1000

**Making sure that the management decisions that you make are based upon solid information that has been consolidated from across your business**

**Sage 1000** provides your people with all the facts and figures they need in an easily digestible format, and fast, accurate reporting allows your managers to react quickly to change.

Here's how Sage 1000 can help you with your accounting and finance processes:

## **General Ledger**

The 'hub' of your accounts system, the General Ledger provides a complete financial picture for your organisation.

It can be configured to meet the requirements of key international territories, supports sophisticated consolidation and Inter-Entity Accounting.

## **Accounts Payable**

Gain full control over your company's cash flow and immediate access to outstanding creditor information.

The system provides flexible authorization control, secure payment methods and full integration to Cash Management for reconciliation purposes. Plus, Sage 1000 can handle both simple and complex foreign transactions.

## **Accounts Receivable**

With effective debt management, you can make sure that your cash flow is optimized and your company's overall balance sheet remains healthy.

And, complex hierarchies of customer accounts can be accommodated if required.

## **Cash Management**

Monitor cash flow accurately and make informed decisions about immediate expenditure.

Cash Management allows you to record comprehensive details for all types of bank account with the ability to specify how each one is integrated with the General Ledger.

This module also has the ability to cope with multi-currency and provides currency revaluation facilities to ease exchange difference exposure.

Automatic and manual tools for bank reconciliation are provided, allowing you to keep a consistent view of your finances with your bank.

## **Credit Management**

Sage 1000 provides a centralized 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.

### **BACS and International Payments**

Using BACS, Sage 1000 can integrate automatically with the external banking community, saving time while maintaining full security, including the support of passwords by BACSAFE or those issued by your bank.

Output formats can be defined to support international requirements, including the facility to split a single payment run into multiple output formats.

### **Fixed Assets**

Take control of your assets and their depreciation. This feature helps you keep comprehensive asset records and can be used individually or as part of the procurement process.

Flexible depreciation methods help meet the requirements of both the commercial and public sectors.

### **Absorption Costing**

Maintain both budgetary and actual period-based statistics, which you can use as part of an absorption costing process.

## **Sage 1000 Customer Management, Service and Support**

**With ever-increasing supplier choice and ever-greater demands for service, a better understanding of your customers is the secret of business success.**

**Sage 1000** ensures you stay close to your customer, understanding their preferences and priorities, what business challenges they face, whether they purchase for price or service and what recent contact they have had with your organisation.

Sage 1000 helps you create a more concise, accurate and complete view of your customers from marketing and sales to order dispatch and credit control:

### **Improved customer issue resolution**

Sage 1000 provides customer service professionals with user-friendly tools to access relevant customer data including purchases made, call and escalation histories, emails and documents sent and received.

Armed with this knowledge, customer queries can be handled more efficiently, which in turn enhances and strengthens the customer experience.

### **Capitalize on opportunities**

Analyze, manage and synchronize sales, marketing and customer care activities across all points of contact. Information captured once is there for all staff to see.

### **Tailored to your business**

Sage 1000's customer management, service and support functions map closely onto the way you work, with settings easily modified through on-screen tools.

Complete synchronization with Microsoft® Outlook and enhanced email integration help you get the job done.

**Integrated contract management**

Sage 1000 provides your company with an efficient way to manage complex, high value equipment contracts, with structured billing for recurring charges.

Bill in advance (or arrears) for services such as rental, lease, service, maintenance or support, with or without consolidated invoicing.

**Return and Repairs**

Combining speed of entry, flexibility and online information, Sage 1000 helps improve customer service by ensuring visibility of the returned product throughout the return/repair cycle.

# Sage 1000 Sales Management

**Offering you every support in your drive to boost sales, while reducing costs.**

**Sage 1000** provides you with instant access to the real-time data needed for increased effectiveness at every level – sales director, manager, executive and administrator.

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.

**Sage 1000 enables your entire sales organisation to be more effective:**

## **Sales team management**

Monitor the overall performance of your sales team, identify who's winning business and who needs your help, and eliminate the shocks that can destroy a good quarter.

Organise your teams and schedule calls using simple point-and-click technology that co-ordinates and fills diaries. Sage 1000 also allows the sales and lead processes to be defined to suit your individual business requirements.

## **Improve individual efficiency**

Give your sales professionals all the necessary tools they need to sell more

effectively: clear diaries; comprehensive reports; user-friendly account and contact details; straightforward pipeline forecasting and call lists.

With these tools, they can retrieve vital information quickly and effectively analyze and manage the sales pipeline.

## **Maximize the value of each sale**

Get a clear view of the sales cycle from first contact to final sale. This helps your sales teams to analyse and manage their sales pipeline.

For each account, you can view the full purchase history; purchasing patterns and preferences are instantly clear and the value of each deal can be maximized. Discounts can be instantly checked and given to regular customers.

In fact, Sage 1000 offers a sophisticated rules-based discounting matrix, which manages a range of complex discounts automatically to avoid errors and accelerate processing.

## **Maximise the value of telesales**

Sage 1000 provides extensive telesales support, whether used in outbound telemarketing or inbound order processing. It helps companies with large volumes of telephone orders to handle many requirements, including mail order and counter sales.

It also offers a 'fast order capture' facility and a wide range of reporting capabilities, including operator performance and sales trend analysis.

## **Multi-channel selling**

Sage 1000 supports both point of sale and mail order operations and is particularly suitable for a mixed

requirement of counter sales and back office order processing from the same stock holding.

The system handles payments by cash or credit card, supporting both online card validation and overnight batch processing.

**A solution for retailers**

Sage 1000 also integrates with Sage PayPoint. This EPoS 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.

.

# Sage 1000 Marketing Management

**Measure the effect of your marketing with detailed analysis at all phases of your campaign and eliminate guesswork by building a detailed profile of your customer.**

**Sage 1000** hones your ability to target the right customer, first time and with a relevant message.

Centralise your marketing functions and gain total control of your marketing activities. In doing so, ensure your company's marketing resources bring the best return on your investment.

**Make sure your company's marketing resources bring you best return:**

## **Profile building**

Use information you've captured about your customers to build lists for targeted campaigns. Lists can be based on multiple criteria for precisely targeted marketing.

## **Campaign management**

Assign, schedule and track marketing activities including all communications, details of leads generated and how they have been followed up.

## **Campaign assessment**

You can accurately track campaign costs and match actual sales results to understand your return on investment.

## **Support for telemarketing campaigns**

Automatically schedule calls and plan workflow based on the outcome of those calls. All call details such as length and outcome can be recorded, with details available to all Sage 1000 users with appropriate permissions.

Connectors to Computer Telephony Integration (CTI) allow further automation of your telemarketing activities.

## **Support for email campaigns**

Sage 1000 makes it easy to create and distribute mass email messages.

It records all communications within a particular campaign, so that you can view the exact email message received by a specific customer or prospect.

# Sage 1000 in Business Intelligence, Reporting and Dashboards

To make effective business decisions, you need to make the most of your business data

**Sage 1000** harnesses the power of SageBI – a full business intelligence application - to help you with strategic decision-making and analysis.

**Sage 1000: Powerful tools for extracting meaningful information.**

You'll spend less time searching for information, and more time acting on it:

## **Customizable workspace**

Sage 1000 brings relevant business data from right across the system, direct to your desktop, keeping you ahead of the game.

Thanks to a customisable workspace or 'View', you can see key information at a glance and be instantly aware of everything that requires attention.

## **Ad hoc queries**

Sage 1000 offers a 'Find' facility to easily locate information in the system. You can also build more complex enquiries using multiple criteria and keep them for future reference.

## **Reports**

Sage 1000 provides a comprehensive

range of standard reports 'out of the box'.

If you need more information and analysis, we've included powerful reporting tools to help you customize existing reports or create new reports and dashboards from scratch.

## **Business Intelligence**

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, Sage Business Intelligence 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.

# Sage 1000 Supply Chain Management and Distribution

Monitor and improve the way you source components or provide services, with increased efficiency and reduced costs.

We understand that it's vital to build close relationships with your suppliers and associates to deliver quality and value to your customers.

Working with other aspects of your solution, Sage 1000 offers the **flexibility** to accommodate customers' individual requirements for ordering and payment methods, order size, delivery times, packaging and labeling.

Combined with **comprehensive reporting** and **evaluation of market trends** - analyzed by product, market sector, and geography - you can identify new opportunities for innovation and business growth and capitalize on them.

Sage 1000 helps you manage a seamless flow of information and goods from your suppliers to your customers:

## **Purchasing operations**

Set the Purchase Requisition authorization rules to work with your purchasing hierarchy.

You can also gain economies of scale by consolidating multiple requisitions for the same supplier into a single purchase

order.

Purchasing commitment is tracked through to the General Ledger, and real-time budget consumption is built into the authorisation process - so you avoid the risk of over-spending.

## **Inventory control**

By maximizing the efficiency of your stock and depot resources, Sage 1000 helps you deliver maximum customer service at an acceptable cost.

It offers real-time, multi-site views of current and expected stock as well as extensive inventory management features.

## **Waste management**

Sage 1000 provides support for EU Waste Management regulations, analyzing packaging requirements based on historical transactions including despatches, receipts and imports.

Across the EU, two methodologies have been adopted - Sage 1000 supports both.

## **Electronic communication through EDI & XML**

Sage 1000 includes connections to the most common EDI networks.

In addition, an XML message schema has been created for the common Sales and Purchase Order Processing transactions, enabling the deployment of a complex rules-based system to process messages in and out of Sage 1000.

# Sage 1000 Manufacturing

## Tight financial control for associated material and processing costs, along with real-time valuations of completed operations and work in progress

If you run a responsive, manufacturing engineering or assembly organisation, you'll find **Sage 1000** provides all the support you need.

Mixed mode manufacturing, making standard or configured products and project-based manufacturing are all comprehensively covered

Sage 1000 monitors and reports on your shop-floor issues.

This offers managers and supervisors real-time, detailed information on work in progress, as well as on events such as machine breakdowns or absenteeism, allowing them to plan and operate at optimum efficiency.

The Sage 1000 Production Scheduling module is based on the fully integrated market-leading Preactor International Solutions.

## Top features

### Planning and scheduling

### Manufacturing operations

#### Product Configuration

Provides a complex quality product that is derived from a simple procedure,

automatically generating documentation, including works orders and sales orders.

#### Product Management

This feature manages changes to Bill of Materials and Routings during a product's lifetime and provides audit data to support BS5750 and ISO9000 accreditation.

#### Bill of Materials

With its ability to handle both component listings and formulae, Bill of Materials has planning option percentages to simulate high level strategies and product families that can reflect the composition of complex relationships within a family of products.

#### Routing

This module has been specifically designed to ease the management of the many resources required to produce manufactured products. It can easily maintain the complex shape and combination of resources associated with the modern shop floor.

#### Works Order Processing

A comprehensive, dynamic, costing and control repository that uses the detail supplied from the Bill of Materials and Routing modules to automatically create a works order.

A Sage 1000 Works Order is also truly 'live' until it has been completed, allowing for alterations and amendments during production to record actual resources consumed.

#### Works Orderless Production

This feature automates the backflushing process in dynamic environments, where products are built to schedules

rather than the traditional works order creation and release process.

Works Orderless Production can be used as the main production recording facility or can run alongside Sage 1000 Works Orders to support mixed-mode manufacturing processes.

### **Work in Progress**

Contains real time links that show the status of any Works Order by cost, progress and customer.

### **Sub Contract Control**

Enhanced management, documentation and visibility of routing operations that are to be actioned by third parties.

Creation of purchase orders, control of material flow, documentation transfer, sub contractor timesheet entry and self-billing from timesheets - all made possible with this module.

# Sage 1000 Project Management

**The perfect software for handling internal or external projects and helps build tighter control in managing and accounting for business operations**

**Sage 1000** 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 can be billed using staged invoices or by using cost-plus calculations for maximum flexibility

**Track costs and manage billing with Sage 1000's powerful tools for handling internal or external projects:**

## **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, timesheets, 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**

Designed for project-based businesses, the Sage 1000 Project Ledger lets you '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 integrates with the General Ledger for consistent analysis of project-related data.

## **Project Billing**

This feature supports project-related posting and invoicing and is fully integrated with the Project Ledger and Resource Ledger.

## **Resource Ledger**

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 minimize the data entry load.

By defining the expense, resource and project type, you have complete flexibility to analyze and assess how and where expensive resources are being deployed.

# Sage 1000 POS

**Ideal for larger single-site and multiple-branch retailers that have national and international coverage.**

An electronic point of sale (EPoS) system, Sage 1000 POS is designed specifically for businesses operating in a retail or trade environment and handles both customer-present and customer non-present transactions.

Sage 1000 POS plays an active part in increasing customer satisfaction by performing quick, accurate and secure transactions. The software is easy to use and quickly configurable to suit the way your business works.

**This point of sale application integrates directly with your back office accounting software to immediately reduce duplication of data entry:**

## **Multiple tender per transaction**

A mix of payment methods can be used to settle a single transaction, including cash, voucher, credit/debit card, foreign currencies and gift vouchers.

Credit/debit card payments can be processed via integration with major card clearing systems to ensure fast and secure processing of customer card payments.

## **Multiple product find options**

Multiple methods for finding products at the point of sale make processing the sale much quicker.

Products can be scanned by barcode or

grouped on buttons; however, you can also search by category or group, partial code, partial description and key words.

## **Electronic auditing and unique sign-ons**

All customer transactions are recorded electronically, providing a paperless history and audit of transactions. This lets you investigate individual activities such as no sales and discounts.

Each operator can be allocated a unique ID, allowing you to track which transactions have been completed by whom and giving you the flexibility to allocate access levels, allowing staff to only operate within pre-defined parameters.

For example, junior staff can be restricted to certain transactions leaving more sensitive transactions such as refunds to be authorized and actioned by supervisory staff.

## **Configurable display and customization**

The till operator screen can be tailored to include the functions required by your business.

You can colour code similar functions – for example, voids and corrections could be in red; category and product buttons can be grouped and arranged for maximum efficiency. This reduces operator training & minimizes operator error.

The standard product can be easily tailored to reflect the characteristics of a multitude of specific retail types ensuring that the till operation reflects your business process.

For example:

A till at a visitor attraction can prompt for and record Gift Aid donations.

A till at a paint shop offering a colour match service can prompt the operator for the details of the tint used in the paint mix process.

### **Promotional support**

Discounts can be applied at both product and transaction level. Sage 1000 POS also supports promotions and multi-buys such as '3 for 2' and 'buy one, get one free'.

Automating these promotions reduces operator intervention and error.