

Sage ERP X3 Multichannel retailers & direct marketers

Sage ERP X3 for Multichannel Retailers is a fully integrated extension of the Sage ERP X3 Distribution software edition aimed at meeting the specific needs of mid-sized multichannel retailers and direct marketers, helping them manage customer-centric, end-to-end business processes.

Improve operational efficiency across all areas of your business

Sage ERP X3 integrates all the enterprise's information and business processes within one single software system and database, giving users an extensive view of their activity in real time, no matter where data has been created or stored. Along with the Multichannel Retail application module, it provides multichannel retailers and direct marketers with a cost-effective solution to manage their business globally, while offering first-class functionality in key areas such as marketing and campaign management, merchandising, pricing and promotion, order processing, credit checking and customer rating, e-commerce, warehousing, customer service, finance and business intelligence.

Improving your customers' experience

Based on Sage's experience with easy-to-use, flexible business applications, Sage ERP X3 introduces state-of-the-art ergonomics. Throughout the system functions, critical information may be accessed in just a click, ensuring that users can give an accurate answer to any customer request in real time (multi-warehouse inventory checking, order status, item search and pricing, etc.). A fuzzy-logic order entry screen enables users to search for existing records while capturing partial information from a customer on the fly, such as a postal code or misspelled customer name.

Also, Sage ERP X3's Business Process Designer enables access to all ERP functions following user-defined work procedures, avoiding long lists of menus and options and shortening the learning curve of the product dramatically.

“The ability to modify an application for our own specific needs is not something that is common of the software systems for our industry. With Sage ERP X3's development environment we'll be able to quickly adapt the system to our business model, instead of changing the way we do business to conform to the software.” Barry Gertner,
IT Director for
A.M. Leonard, Piqua, OH

Speeding up procedures

Sage ERP X3 introduces a second-generation workflow engine, giving businesses the ability to manage most of their procedures electronically and process customer information rapidly and under controlled conditions. Also, Sage ERP X3 provides offers extensive traceability and audit trails, which can be followed forward and backward by simple click & zoom on anomalies.

Learning about targets and increasing customer loyalty

Sage ERP X3 introduces a powerful new business intelligence engine — powered by leading Business Objects™ technology — which allows users to analyse customer data and business performance on the fly, by simple drag & drop of aggregated data that are kept up to date with the flow of day-to-day operations.

In just a few clicks, this intuitive, fully-integrated tool helps users build relevant targets for new campaigns by learning how an item, customer segment, or geography is contributing to sales revenue, volume and margin, understanding which products are customers favourites and which items they never buy, learning about buying trends, seasonality and inactive customers, etc.

Building new competitive advantages

Sage ERP X3 is built on the Sage Application Framework for the Enterprise X3 technology (SAFE X3). This SOA/ Web-native platform provides users with the latest, best-in-class collaboration capabilities in either client/ server or Web mode. It is fully Web Services compliant (XML, UDDI, WSDL, SOAP), which enables users to access and execute any services over a network, such as the Internet, as well as to create new collaborative applications with partners.

An e-commerce solution, Sage ERP X3 also provides with Sage Xtend a comprehensive environment for Web development and Web storefront integration.

More, Sage ERP X3 offers a highly productive 4GL Integrated Development Environment. It allows companies to easily adapt the system to support company-specific procedures and create exclusive applications to better service their customers, while keeping their development safe from the standard functional updates or upgrades of the system.

Reducing expenses with one of the most cost-effective solutions in today's market

In a continuous effort to make Sage ERP X3 one of the most cost-effective ERP solutions in today's market,

the system has been designed from the ground up to speed up installation and parameterization, as well as to minimise all maintenance operations. Plus, it features a new core engine that is boosting performance to a new edge, whether the system is run in client/server or Web mode.

Features and Functions

Sales

- Centralised product configuration and publishing options per channel
- Multiple campaign pricing rules
- Sales forecasting and demand planning
- Fuzzy logic customer search and order entry*
- Complex order line capabilities (campaign to line for pricing, apparel entry, cost breakout, rolled goods entry, special handling codes, freight options...)*
- Credit checking, customer rating
- Promotional coupons (internal/external, electronic and printed), redeemed coupons and gift certificates processing*
- Allocation, delivery scheduling, shipping, returns, invoicing
- Mixed payment method with points/loyalty program redemption or gift certificate purchases*
- Split credit cards*
- Online credit card authorisation and data encryption
- Web storefront integration (with Sage Xtend)

CRM

- Advanced as well as assisted campaign targeting (predefined filters, targeting wizard)
- Direct marketing campaigns planning and follow-up
- Customer points program management*
- Customer support with knowledge base
- Phone integration for productivity tracking and customer identification*
- Sales force automation

Warehousing

- Supply planning across multiple warehouses
- Location management: dedicated, suggested or random storage for single/multiple item location
- Stock management by physical location, lot and sub-lot, quality status, serial numbers, expiration dates, and potency quantity/high volume orders*
- Multiple pick and schedule methods for low
- Multiple allocation methods for distribution of 3rd party charges into inventory value*
- Consigned inventory and third party inventory
- Inventory balances by stock status
- Physical counting
- Inventory replenishment
- Intra-company movements
- Variety of inventory costing methods
- Cost accounting

Purchasing

- Short to long cycle process among: RFQ's and responses, contract and blanket orders, PO, receiving/returns, invoicing
- Supplier rating and classification, statistics
- Free pricing criteria and rules
- Purchase planning and ordering with/without MRP replenishment
- Delivery scheduling and receiving
- Built-in security and workflow with signature rules to control commitments against budget
- Open Item management and tracking: dispute level, payment approval
- Payment term scheduling
- Mass payment campaigns
- User-defined payment process (check writing, check voiding, check reconciliation)

Finance

- User-defined fiscal calendars, GL accounts and analytic dimensions
- Accounts receivable/accounts payable
- Budgeting
- Financial extraction and reporting, inter-company consolidation ready
- Complete audit trail ensured by successive or single zooms on original documents available across the entire ERP suite
- Fixed assets
- Risk analysis
- Open item tracking and follow-up

Statistics and Business Intelligence

- Statistics available across all applications and through user-defined portal and dashboards
- Integrated BI engine by Business Objects™ including ready-to-use universes for sales & marketing analysis

* With MCR application module only



Sage (UK) Limited, North Park, Newcastle upon Tyne, NE13 9AA
Tel 0845 111 9988 Fax 0845 245 0297 www.sageerp3.com

© Sage (UK) Limited 2009





Datel

Cinnamon Park
Warrington
WA2 0XP
UK

t 0845 521 1875

f 01925 849 111

www.datel.info



About Datel

Datel is Sage's largest Business Partner in the UK and is acclaimed as its leading systems integration specialist. Headquartered in Warrington, Datel also has offices in Leeds and the Netherlands employing a loyal team of over 140 highly-skilled people who look after its growing base of over 900 customers worldwide.

We specialise in:

- Sage ERP X3
- Sage 200
- Sage Line 500
- Sage ERP 1000
- Sage CRM
- SalesLogix

We also have our own in-house products which we have developed to integrate with, and sit alongside, Sage solutions. Known as Datel FUSION, the suite of products enhances and extends the functionality provided by the core Sage applications.

Datel looks after a broad ranging base of customers including those in the following sectors:

- Distribution
- Manufacturing
- Food and drink
- Chemical Processing

Typically they are mid sized companies who rely upon Datel to make the most of their investment with Sage.

We pride ourselves in our approach to doing business. We seek to know and thoroughly understand our customers and their businesses so, in turn, we can appreciate fully all of the issues and challenges they face. Only then can we presume to offer a solution that will make a real difference to the way they do business. Everything Datel does is guided by our belief in providing only the very best in customer service.

To find out more about our products and services, visit our website at www.datel.info