



Ostendo
Partner

SOLUTION MANAGEMENT

Ostendo Software

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FOOD & BEVERAGE
PROCESSING



WEBSHOPS



CUSTOM
MANUFACTURING



ENGINEERING
FABRICATION & JOBBING



DISTRIBUTION &
WHOLESALE



SERVICE &
MAINTENANCE

OSTENDO

Software Solutions

Solution Management provides business system consulting, implementation and support services for manufacturers, wholesale distributors and service organisations.

We provide for:

- Evaluation of the status of your organisation relative to your business system and software selection requirements.
- Set up and implementation of business system software.
- Training and support.
- Customisation of standard forms, and development of company-specific reports.
- Custom scripts and EDI for business to business and web shop requirements.

We have provided business system software and improvement solutions for a wide range of organisations since the 1990s.

Our team has the diverse range of people and technical skills appropriate for working with today's business systems and database technologies.

We are committed to maintaining a high standard of project quality, health & safety and environmental awareness within our organisation.

We would welcome the opportunity to provide a proposal for your review, and to be of service to your organisation.



Auckland Chamber of Commerce Member



Standards New Zealand Member



Project Management Institute Member



Ostendo Partner



Certified Consultant
Ostendo links with MYOB, XERO, Sage Evolution, Moneyworks & Reckon.



Business Partner



Business Partner



Reseller



Professional Partner



SOFTWARE SOLUTIONS

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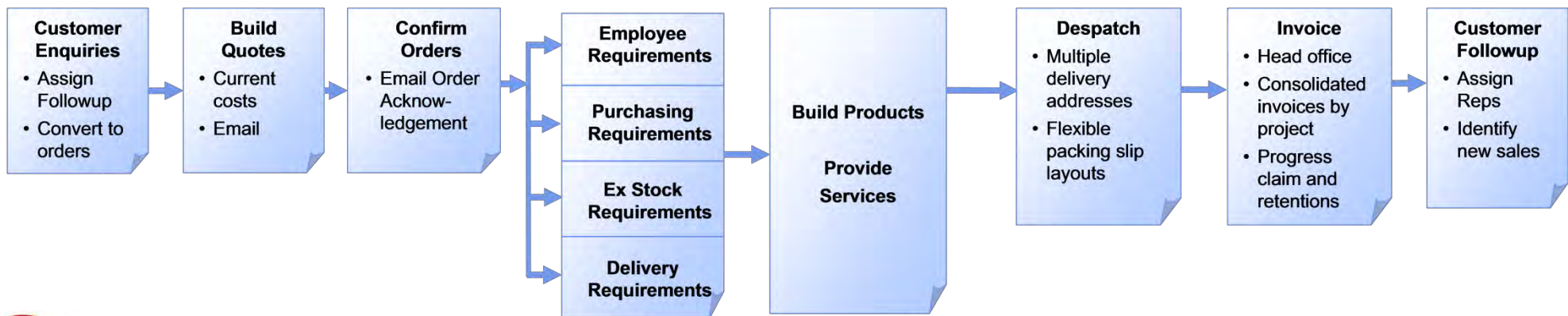
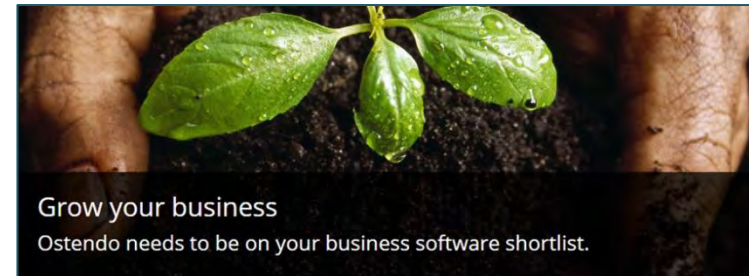
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Introduction

Ostendo has been developed to allow companies to continue with their current accounting product and add enterprise-level functionality where it is needed.

Some of the key functions that Ostendo adds to an accounting package are:

- **Sales Management** – Quotations, sales confirmations, discount and quantity break pricing; EDI invoicing; sales rep commissions; CRM.
- **Inventory Management** – Requirements planning; barcodes; serial number, batch and expiry date tracking.
- **Barcode Scanning** - Multiple warehouse and site management, scan to pick, EDI for 3rd party logistics contractors.
- **Webshops** - E-Commerce and customer portal solutions.
- **Manufacturing Management** - Custom bills of material, work orders, and scheduling.
- **Service Management** – Planned maintenance & service from the time equipment is sold.
- **Job Management** - Quotes, job costing, labour efficiency and tracking, mobility apps, process claims, and retention invoicing.
- **EDI** – Business to business electronic transactions and data transfer.



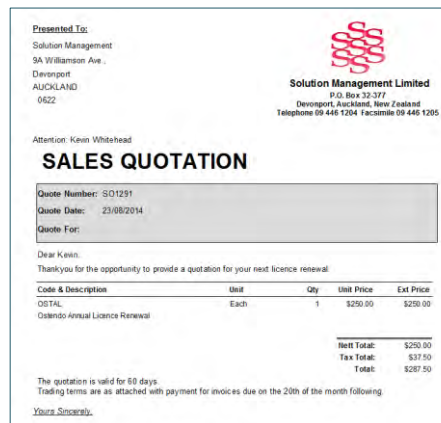
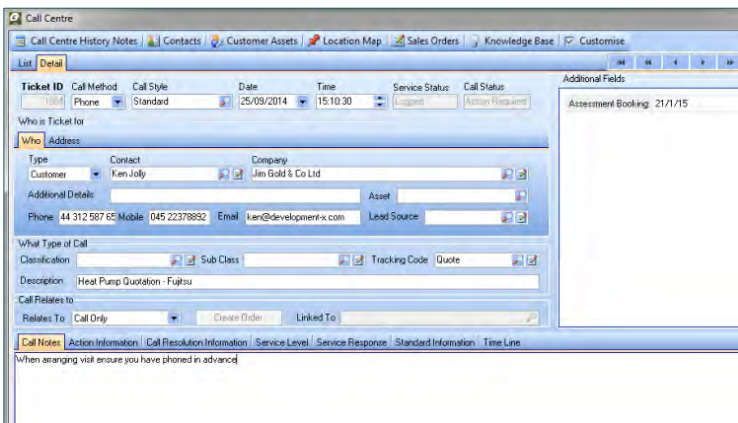
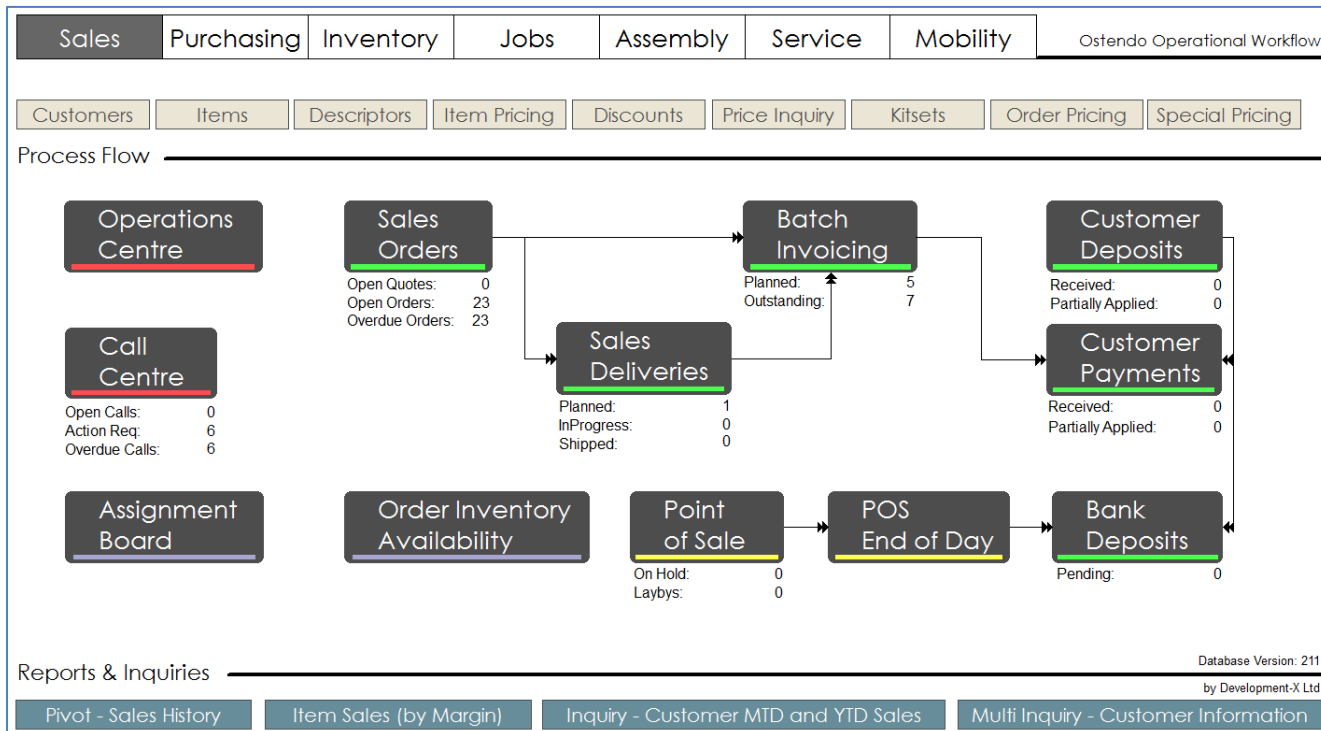
INTRODUCTION

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Sales Management



- ### SALES FEATURES
- Manage every aspect of your customer relationship from prospect to business partner ✓
 - Complete call history and quote history including conversions to actual orders ✓
 - Build up quote estimates quickly ✓
 - Mark up materials, labour and subcontractor costs ✓
 - Edit text and select specific quote layouts for different customers ✓
 - Quickly convert quotes to orders ✓
 - Discount pricing based on product category, customer and customer group ✓
 - Quantity break pricing ✓
 - Special Pricing for promotions and negotiated prices ✓
 - Create customer-specific lists for repeat orders ✓

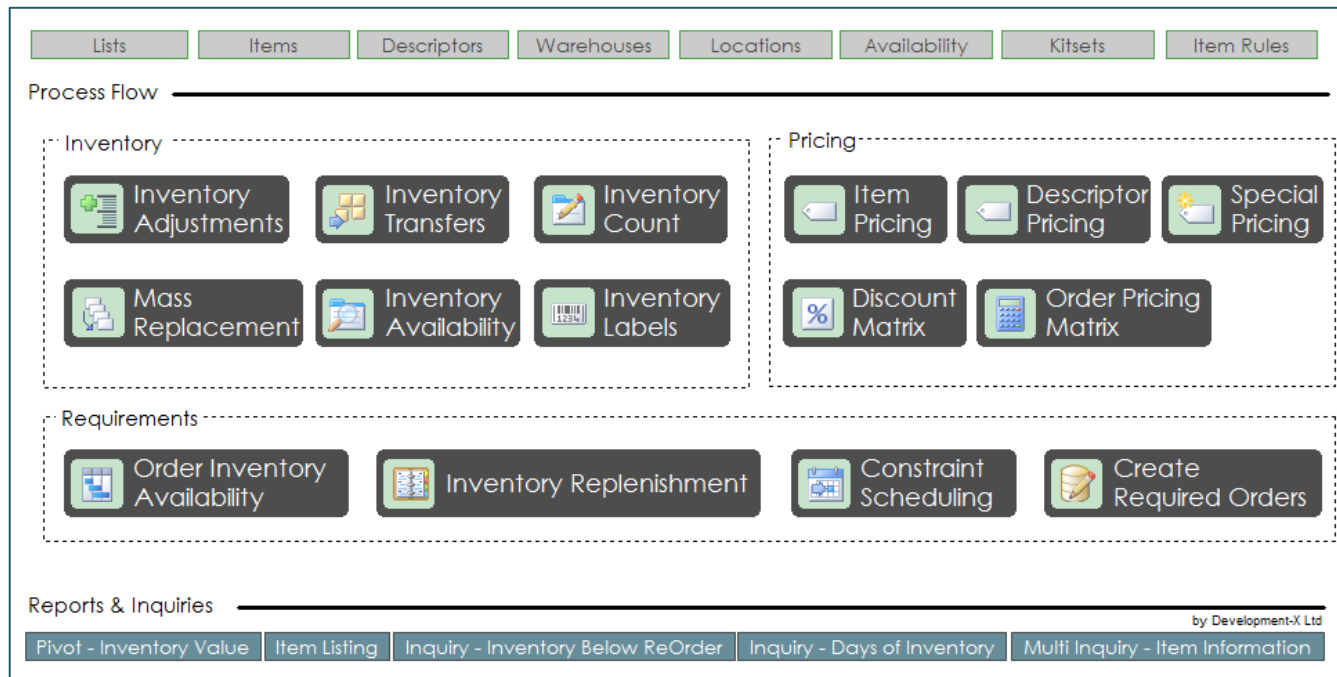


SALES MANAGEMENT

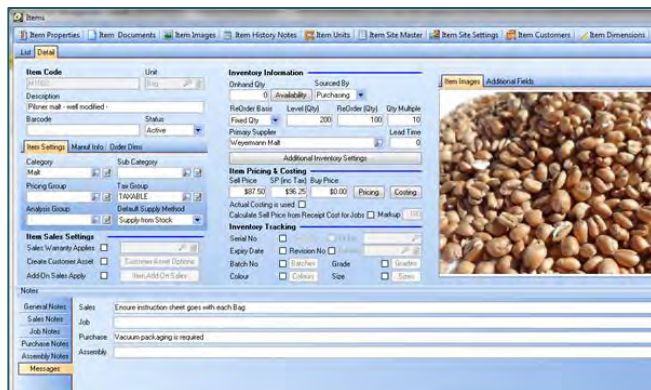
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Inventory Management



| INVENTORY FEATURES | |
|--|---|
| Traceability – Batch & Expiry Date Tracking | ✓ |
| Serial No., Revision, Grade, Colour and Size | ✓ |
| Multiple Sites, warehouses and locations | ✓ |
| Inventory forecasting and replenishment | ✓ |
| Supplier catalogues | ✓ |
| Landed costing and Multi-currency | ✓ |
| Create purchase orders directly from sales orders | ✓ |
| Create purchase orders using inventory replenishment (MRP) | ✓ |
| Apply purchase order approval for selected users | ✓ |
| Maintain multi-level bills of materials | ✓ |



| Date | Type | Class | Order No | Customer or Supplier | Order Qty | Remaining Qty | Original Unit |
|-------------|--------|------------------|----------|-------------------------|-----------|---------------|---------------|
| 24/7/1/2014 | Demand | Sales Order | SO300035 | Best Prices Trading Inc | 50 | 38 | Pair |
| 24/7/1/2014 | Demand | Sales Order | SO300035 | Best Prices Trading Inc | 20 | 20 | Pair |
| 24/7/1/2014 | Supply | Assembly Receipt | WD200032 | Best Prices Trading Inc | 50 | 50 | Pair |
| 24/7/1/2014 | Supply | Assembly Receipt | WD200034 | Best Prices Trading Inc | 20 | 1 | Pair |



INVENTORY MANAGEMENT

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Barcode Scanning & Time Capture



| SCANNING FEATURES | |
|--|---|
| Most barcode formats | ✓ |
| Efficient & accurate | ✓ |
| Scan stocktakes & inventory transfers | ✓ |
| Realtime order picking | ✓ |
| Serial No, batch & expiry date support | ✓ |
| TIME CAPTURE FEATURES | |
| No more time cards | ✓ |
| No more manual entry for your attendance records | ✓ |
| No more time wasted decoding handwriting | ✓ |
| Jobs can be pre-assigned by supervisors | ✓ |
| Record time for jobs by task and labour code | ✓ |
| Time tracking against machines | ✓ |

BARCODE LABELS



Comprehensive barcode label formats and integration options

TABLETS



Windows 7, 8, 10 tablets
With built in scanner

BLUETOOTH



Blue tooth linked scanner

USB

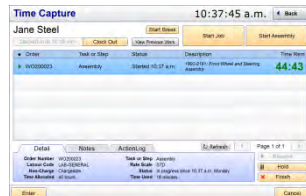


USB cable scanner ideal for scanning close to a work station.

TIME CAPTURE



ATTENDANCE



Time Capture provides real time capture of production and job times by person, task and labour code.



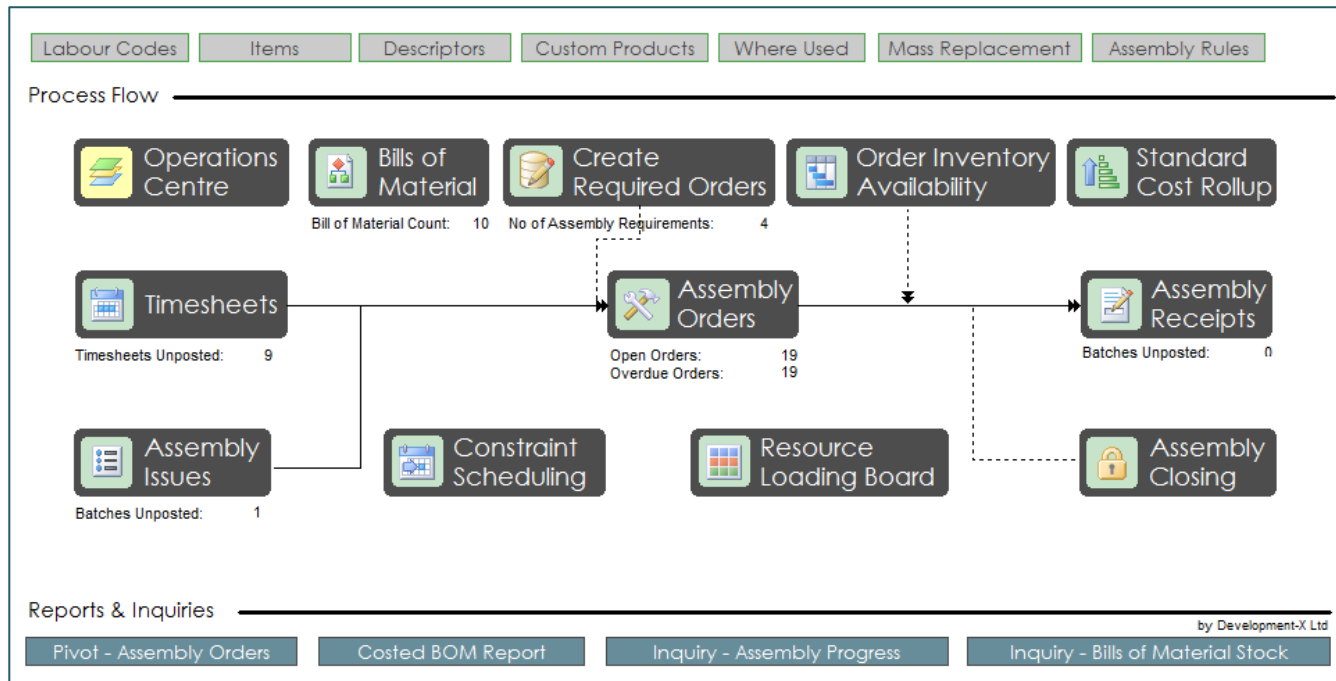
BARCODE SCANNING & TIME CAPTURE

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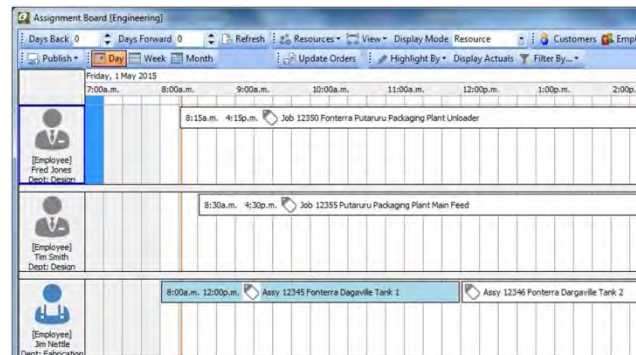
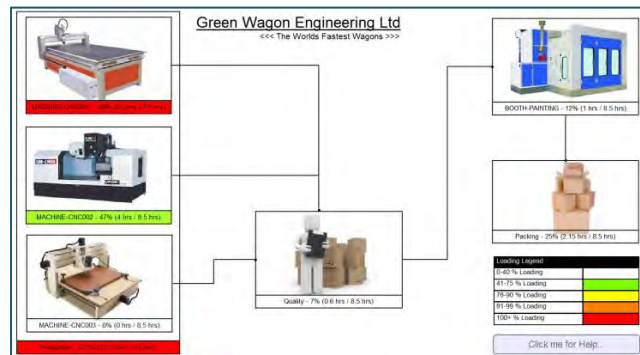
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Manufacturing Management



| MANUFACTURING FEATURES | |
|---|---|
| Full traceability from raw materials to finished products | ✓ |
| Routing, setup times and scrap percentages | ✓ |
| Intermediate products and sub-assemblies | ✓ |
| Labour efficiency analysis | ✓ |
| Capacity planning and production scheduling | ✓ |
| Multi-level bills of materials, recipes and costing | ✓ |
| Manage co-products and by-products | ✓ |
| Custom product design, costing and pricing | ✓ |



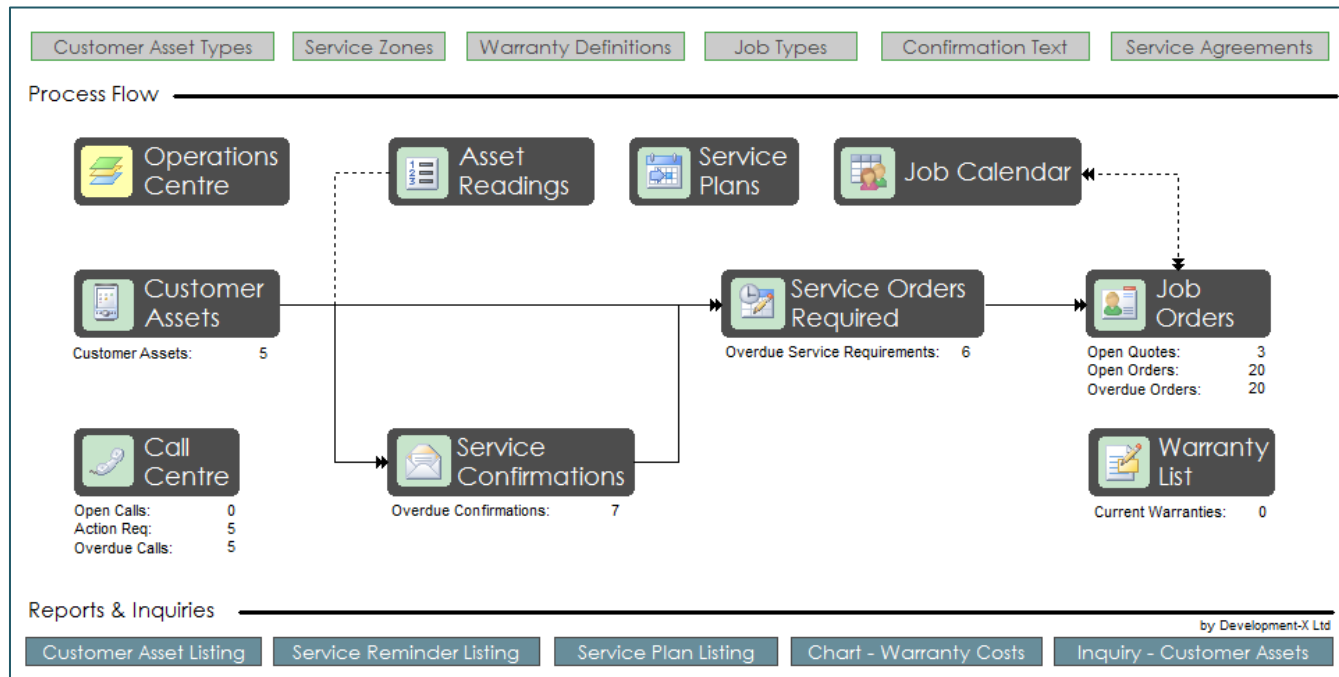
MANUFACTURING MANAGEMENT

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Service Management



| SERVICE FEATURES | |
|---|---|
| Create a customer asset at the time of sale | ✓ |
| Create maintenance plans and schedules | ✓ |
| Generate service reminder letters or emails | ✓ |
| Create jobs for all scheduled maintenance | ✓ |
| Track service history | ✓ |

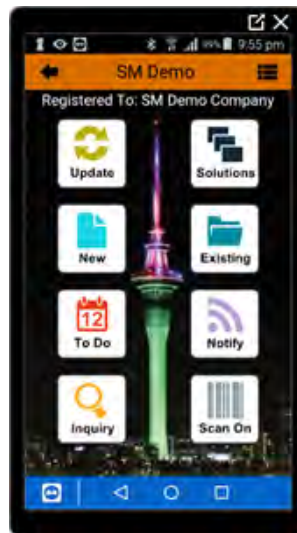
Service Orders Required

Customers | Customer Assets | Service Confirmations | Customers

Filtering Options:
Display service due by: 29/01/2015 | Exclude services NotConfirmed that are flagged as requiring confirmation

| Select | Service Date | Confirmation Required | Confirmation Status | Asset Name | Asset Number | Customer | Description | Asset Type |
|-------------------------------------|--------------|-------------------------------------|---------------------|--------------------|--------------|------------------------|----------------------------------|------------|
| <input type="checkbox"/> | 10/09/2008 | <input checked="" type="checkbox"/> | NotConfirmed | AC-8026(CA-134458) | CA-134458 | Golden Arch Trading Co | Air Conditioning Unit - Model 26 | Equipment |
| <input type="checkbox"/> | 10/12/2008 | <input checked="" type="checkbox"/> | NotConfirmed | AC-8026(CA-134458) | CA-134458 | Golden Arch Trading Co | Air Conditioning Unit - Model 26 | Equipment |
| <input checked="" type="checkbox"/> | 10/01/2010 | <input type="checkbox"/> | NotConfirmed | FunSA | FA3322 | Excavator Services | FunSA | |

Select All Planned | De-Select All Planned |



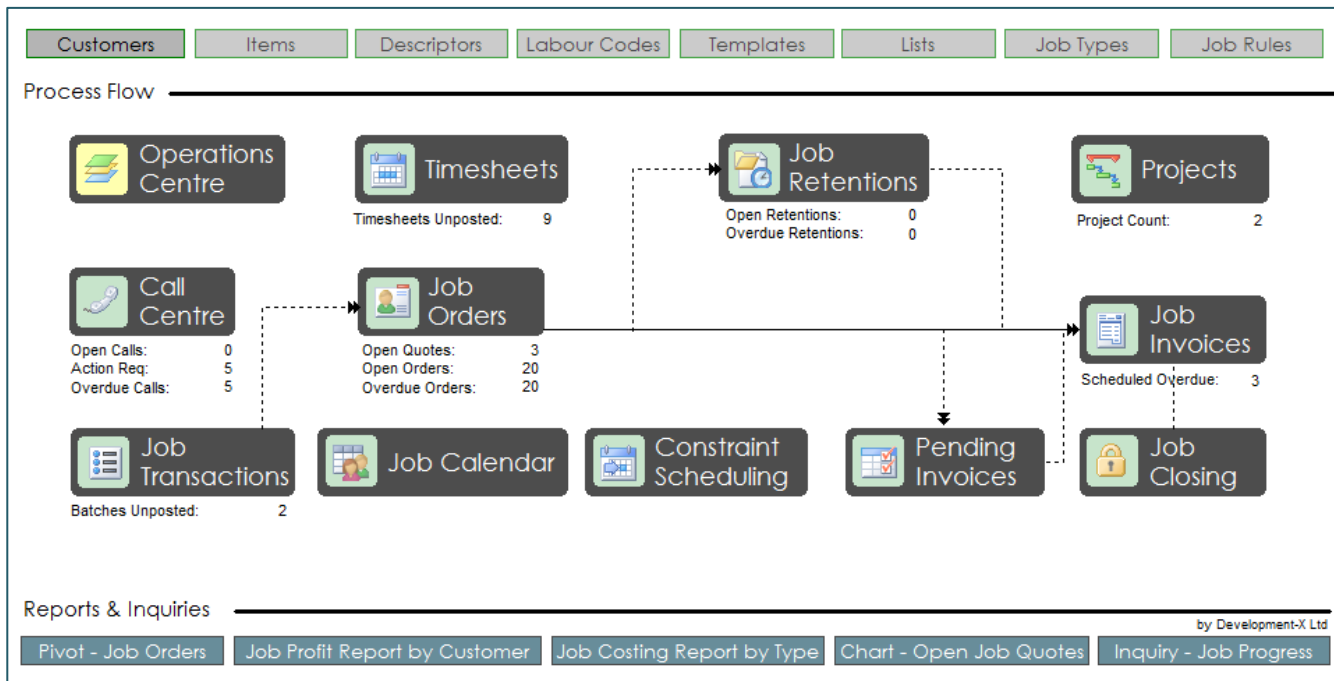
SERVICE MANAGEMENT

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Job Management



| JOB FEATURES | |
|---|---|
| Break down jobs into tasks for quoting | ✓ |
| Build a custom product as part of a job | ✓ |
| Graphical job calendar for planning work | ✓ |
| Advanced customer, job and sales history search | ✓ |
| View real-time work in progress, time and cost | ✓ |
| Progress claims and retentions | ✓ |
| Set charge-up rates by customer or customer group | ✓ |

Job Calendar

Horizon: 15/01/2015 - 25/02/2015

| Employee | Job | Date | Time | Customer |
|--------------|-------------------------|------------|----------------------|-------------------------|
| Keith Rogers | Green Fingers Maloy Ltd | 28/01/2015 | 12:00a.m. - 9:00a.m. | Green Fingers Maloy Ltd |
| | Excellent Services | 02/02/2015 | 12:00a.m. - 9:00a.m. | Excellent Services |
| Bob Drum | Azure Products Ltd | 28/01/2015 | 12:00a.m. - 8:30a.m. | Azure Products Ltd |
| | Excellent Services | 02/02/2015 | 12:00a.m. - 9:00a.m. | Excellent Services |
| Jane Steel | Golden Arch Trading Co. | 28/01/2015 | 12:00a.m. - 9:00a.m. | Golden Arch Trading Co. |
| | Excellent Services | 02/02/2015 | 12:00a.m. - 9:00a.m. | Excellent Services |

Job Orders

| Order Number | Status | Order Date | Required | Description | Customer | Tracking | Track Colour | Allocated To | Received From |
|--------------|------------|------------|------------|----------------------------|--------------------|----------------|--------------|--------------|---------------|
| JOB400007 | InProgress | 19/02/2014 | 19/02/2014 | Warranty 2 | Excellent Services | In Transit | Van 1 | van 1 | van 1 |
| JOB400009 | InProgress | 28/05/2014 | 28/05/2014 | Lift Needs urgent repair | Excellent Services | On Site | Van 1 | van 1 | van 1 |
| JOB400010 | InProgress | 28/05/2014 | 28/05/2014 | Additional Job Requirement | Azure Products Ltd | On Site | Van 1 | van 1 | van 1 |
| JOB400011 | InProgress | 28/05/2014 | 28/05/2014 | Hoist Repair | Excellent Services | Parts Required | Van 1 | | |



JOB MANAGEMENT

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Accounting



Ostendo comes with standard links to the following accounting packages.



MYOB Premier and Account Right Live versions link with Ostendo.



Xero links directly with Ostendo and provides a robust online solution for lower volumes of transactions.



Reckon was formerly known as Quickbooks and Quicken. Ostendo links with Reckon Accounts.



The Moneyworks data centre provides a multidimensional chart of accounts along with department/cost centre reporting.



Sage Evolution has segmented account code options for department/cost centre reporting. Features include a Business Intelligence Centre and Fixed Asset Module.

| ACCOUNTING FEATURES | |
|---|---|
| Overnight bank feeds with Xero & MYOB | ✓ |
| Multi entity consolidation with Moneyworks and Sage Evolution | ✓ |
| Keep your existing Accounting Solution or Upgrade | ✓ |
| . | |



ACCOUNTING

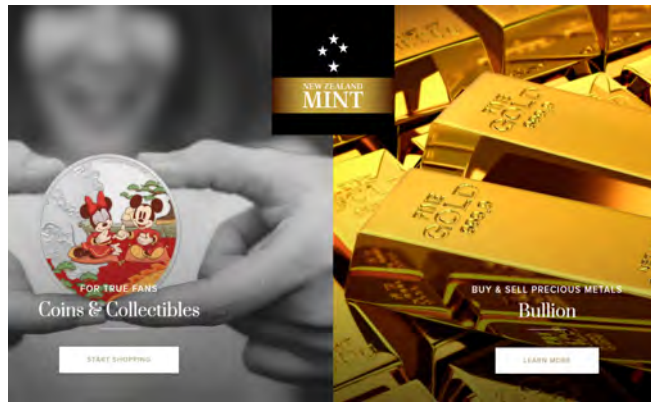
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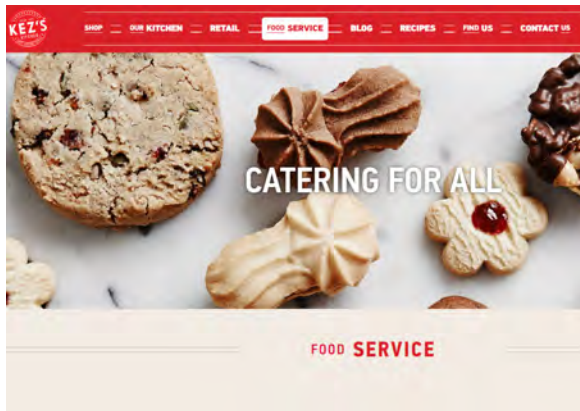
Webshops EDI Links & Customer Portals



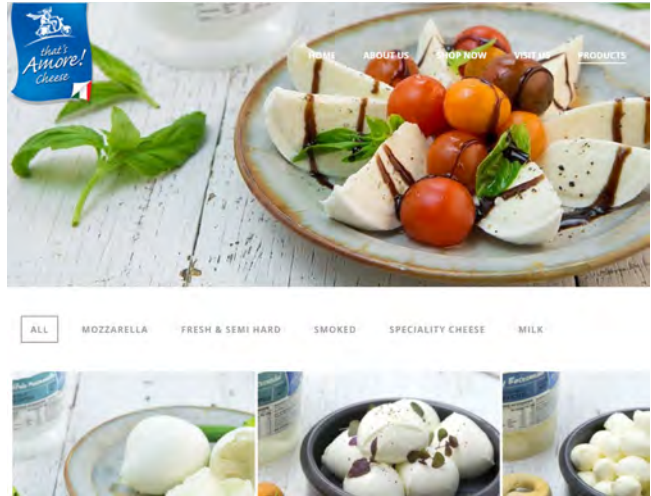
Web Portal : www.bromleywear.co.nz



Webshop EDI : nzmint.com



3PL EDI : www.kezs.com.au



Customer EDI : www.thatismorecheese.com.au

| EDI FEATURES | |
|--|---|
| Sales Orders | ✓ |
| Product Data & Pricing | ✓ |
| 3PL Stock Management & Availability | ✓ |
| CRM | ✓ |
| WEB SHOP LINKS | |
| Item description, pricing, available quantity updates from Ostendo | ✓ |
| Linked image upload | ✓ |
| Webshop sales order download | ✓ |
| Credit Card payment download | ✓ |
| On account customer order download | ✓ |



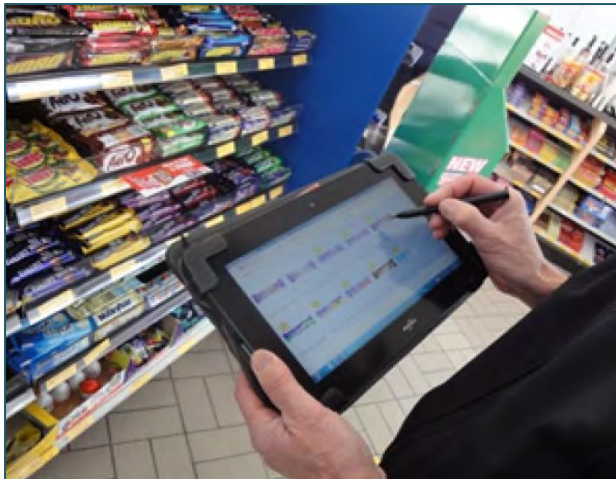
WEBSHOPS & CUSTOMER PORTALS

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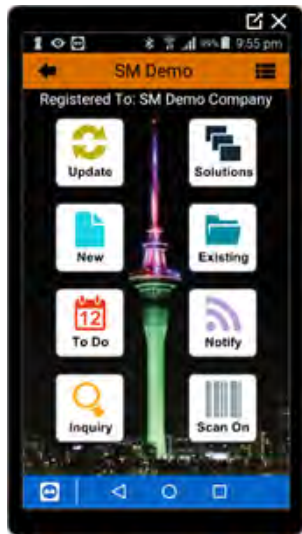
Mobile Solutions



Sales Mobile – Instore Orders



Job Mobile – Remote Maintenance



Freeway – Smartphone Services & Maintenance



Custom Mobile Apps



| SALES MOBILE | |
|---|---|
| Sales team – real time availability information | ✓ |
| Onsite ordering connected to head office | ✓ |
| Product gallery selection for orders | ✓ |
| JOB MOBILE | |
| Send jobs to onsite technicians | ✓ |
| Review history when onsite | ✓ |
| Operates outside of internet/3G/4G range | ✓ |
| FREEWAY | |
| Customisable list driven user interface | ✓ |
| Time & Material recording on site | ✓ |
| Customer signoff on work completion | ✓ |



MOBILE SOLUTIONS

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Ostendo Features

INVENTORY & PURCHASING

- ✓ Multiple warehouses and locations
- ✓ Multiple units of measure
- ✓ Serial Number, batch and expiry date tracking
- ✓ Stock takes and location transfers
- ✓ Allows for negative stock
- ✓ Complementary Add-On Sales
- ✓ Pricing levels, quantity breaks and discounts
- ✓ Inventory Forecasting and Replenishment
- ✓ Purchase directly for Jobs and Assemblies
- ✓ Sales Orders or Stock
- ✓ Use limited Supplier Catalogues
- ✓ Rentals and Hireage
- ✓ Landed Costing and Multi Currency

JOB COSTING & PROJECTS

- ✓ Simple to Complex Job Estimating
- ✓ Real Time work in progress at all levels
- ✓ After Job costing and Actual job Profit Reporting
- ✓ Use Planned Costs based on Progress Claim
- ✓ Percentage to Project Job Profitability
- ✓ Budgeted, Actual and Projected Costs
- ✓ Progress Claims and Retentions Tracking
- ✓ Consolidated Invoicing by Project
- ✓ Use Standard, Average, Actual, Last, Buy Price or Calculated Costing Methods

MANUFACTURING, ENGINEERING & ASSEMBLY

- ✓ Choose a level of simplicity or Complexity
- ✓ Make to Order and make to stock
- ✓ Assembly Orders with or without Details
- ✓ Bills of Material unlimited Levels deep
- ✓ Includes Setup, Scrap Percentage, Resources
- ✓ Where Used Enquiry for bills of Material
- ✓ Mass Replacement/Substitution Utility
- ✓ Co-products and By-products
- ✓ Phantom Assemblies
- ✓ Routings

LABOUR AND JOB TRACKING

- ✓ Timesheets, Job sheets and Job Lists
- ✓ Planned Actual and Projected Labour time remaining by task, job or project
- ✓ Varying Employee Direct Costs can be linked to One Labour Code
- ✓ Varying Customer Labour Charge Out Rates
- ✓ Graphical Resource Job Scheduling Calendar
- ✓ Labour Capacity Views
- ✓ Data Collection

MOBILITY

- ✓ Tablet and Smart Phone options
- ✓ Work onsite without an internet connection
- ✓ Synchronise with head office when internet connected
- ✓ Send jobs to technicians while on site
- ✓ Record photos, signatures and checks onsite
- ✓ Complete time and material records onsite
- ✓ GPS tracking

SALES, POS & SERVICE

- ✓ Consolidate Invoices for Jobs, Sales Deliveries and Recurring Invoices
- ✓ Sales Kitsets, Configured Items, Alternate Items and Add-on Sales
- ✓ Comprehensive pricing options
- ✓ Original and Extended Warranty Tracking
- ✓ Creates customer Service Asset after Selling Product or Service
- ✓ Service Reminder Letters or Emails
- ✓ Automatically Schedules Preventative Maintenance and Creates Service Jobs
- ✓ Point of Sale module



OSTENDO FEATURES

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Ostendo Features

CRM, CALL CENTRE & QUOTING

- ✓ Tracks Quotes, Jobs, Orders, Invoices Payments and Deposits
- ✓ Activity Log for Emails, Calls, Meetings
- ✓ Integrated Call Centre Management for Date and Time Stamped Calls
- ✓ Complete Call and Quote History
- ✓ Expiry Date for Quotes
- ✓ Convert Quotes to Sales Orders or Change to Lost Status with a Reason
- ✓ Business Knowledge Base with FAQs

CUSTOM PRODUCTS & SERVICES

- ✓ Configured Products and Services
- ✓ Use templates, BOMs and custom scripting to create one off products
- ✓ Ideal for make to order custom products
- ✓ Import from AutoCAD and Solidworks design outputs
- ✓ Build products using features and options

REPORTING & TECHNICAL UTILITIES

- ✓ Inquiries, Statistics, Analysis, Pivot and Chart Views for all History
- ✓ Report Writer and scripting Engine
- ✓ Modifiable Windows Graphical User Interface
- ✓ Document and Image Management
- ✓ Spreadsheet with SQL Query Tool
- ✓ Data Import and Export
- ✓ Extensive HELP Menu and Graphical Workflows

WEBSHOPS EDI LINKS & CUSTOMER PORTALS

- ✓ Web Shop & B2B Links
- ✓ 3PL Stock Management & Availability
- ✓ Item (SKU), image, pricing, Stock, upload from Ostendo
- ✓ Sales order, on account / credit card payment download
- ✓ Customisation if required.

IMPLEMENTATION PROCESS

- ✓ Process review, project scoping and planning
- ✓ Installation of Ostendo & test
- ✓ Initial data preparation, import and training
- ✓ Ostendo configuration & test
- ✓ User procedures for staff training
- ✓ On the job training by function
- ✓ Pilot run
- ✓ Pilot run review
- ✓ Go live change over
- ✓ Support

