

YOUR GUIDE TO ERP

ENTERPRISE RESOURCE PLANNING

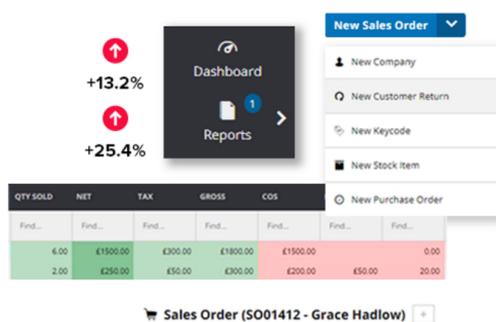
Not sure if you're ready for an ERP system? We're breaking down what an ERP system can mean for your business.

ERP, in short.

Enterprise resource planning software hooks up processes and data from various parts of your "enterprise" into one neat management consolidated picture. Typically, that covers: inventory and order management, supply chain management, finance and accounting systems, human resources, customer relationship management (CRM), sales and marketing, and e-commerce.

Know your inventory and the numbers behind it

- Up-to-the-minute updates and stock synchronization routines, link stock from multiple sales channels to create a clear and concise business picture.
- Know when and how much stock to order by evaluating buyer trends, knowing what's on back order, and what your supplier lead times are.
- Sell an unlimited number of items, an unlimited number of ways, like items that are 'built' from other items or 'packs' that can be sold as one.

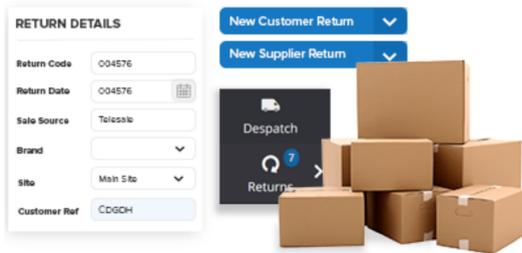


Why ERP over other applications?

A hotchpotch of business applications cobbled together can only take you so far. As soon as you need to join the dots and, for example, reorder from your suppliers based on which items are selling best, or need to know which customers to target with which promotions, it's time for a system that can collate data across the whole enterprise and give you the real-time data required.

Understand your returns to reduce them

- Manage your supplier and customers returns at a higher level, meaning you can review, manage and perfect each step of your returns process.
- Bring more structure with your customer communication through automated emails and workflows.
- Learn why your customers are returning items through instant reports, as well as any unusual return activity that needs to be flagged.

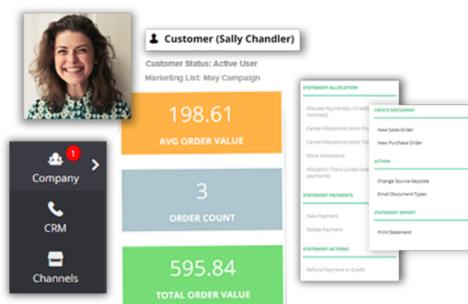


Who uses ERP?

'Enterprise' being part of the name might imply that ERP software is for larger organisations only; however, ERP is being used by many high-growth SMEs across the world. Cloud-based computing and Software-as-a-Service (SaaS) options typically have lower costs and cover companies of all sizes and industries.

Manage your customers across all marketplaces

- Utilise an in-built CRM for your sales team to manage their pipelines of prospects, with detailed audit trails of communication and any associated deals.
- Keep track all types of contacts, from current customers to potential prospects, by noting key information, dates and other notes, to enhance your customer service and experience you're offering.
- Offer clean and simple pricing to yours customers whilst being able to support a variety of different pricing methodologies, including: quantity breaks, discounts, mark-ups and item specific pricing!



Consider this...



Accurate, real-time stock levels

Maintain accurate stock levels that sync automatically to your website and sales channels.



A comprehensive toolkit for staff

Whatever department, give staff the tools they need to do their job well, all from the same system.



All your customers in one place

Handle your B2B and B2C customers from one central system.



Process driven pick, pack and despatch

A process driven pick pack and despatch will let you know where your orders are at every stage.



Improve customer satisfaction

Manage all customers with an inbuilt CRM, sales order processing tools, automated emails and slick returns management.



Full control over your supply chain

Control purchasing and manage your supply-chain through reorder points based on sales data and supplier performance monitoring.